

WE AIM TO PROVIDE THE BEST POSSIBLE HIGH  
QUALITY HEALTHCARE FOR ALL OF OUR PATIENTS



**BROOK STREET  
BELLE VUE  
SHREWSBURY  
SY3 7QR**

*www.marysville.co.uk  
mp.marysville@nhs.net  
01743 276000  
OUT OF HOURS - 111*

**Opening Times  
Monday - Friday  
08:30 - 18:00**



## Welcome to Marysville Medical Practice

**The team at Marysville Medical Practice aim to provide the best possible high quality healthcare for all of their patients. We aim to:**

- Provide a professional service at all times
- To work in partnership with our patients, their families and carers and to involve them in decision making about their treatment and care
- To treat patients and staff fairly, respectfully and without discrimination
- To use NHS resources efficiently and effectively whilst providing clinically appropriate treatment
- Care for the vulnerable
- Promote healthy living
- Create a welcoming atmosphere in the practice
- Work as a team with all employees in the practice

**In return we would like our patients to:**

- Keep their appointments or ring in to cancel
- Inform the practice when they move, and update us with change of telephone numbers and email addresses
- Be polite to all staff
- Let us know when we are doing well or when things have not gone as Expected

**Thank you for supporting us to achieve our aims.**

## The Partners

*'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 been a Partner at Marysville since 2005 and has led the Practice through many difficult years, and is now delighted to have Dr Hine and Izzy Culliss join her as Partners making the Practice much more stable and resilient.

As part of this role she is also the lead for Safeguarding, Information Governance and complaints. Dr Visick sees patients mainly on Mondays, Tuesdays, 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.

### Dr Pippa Hine MBBS, MRCGP



Graduated from the University of East Anglia in 2009 and trained in General Practice in Shropshire. Dr Hine has been a Salaried GP at Marysville since May 2018, and is pleased to be joining the new Partnership with Dr Visick and Izzy Culliss.

Dr Hine works on Mondays, Tuesdays and Thursdays in a clinical role, with flexible working on the other days to meet Administration and Practice needs.

### Mrs Izzy Culliss BA (hons)



Izzy graduated from the University of Cardiff in 2004 with a BA in Music. After spending the best part of the ten years working for Shropshire CCG, latterly as the Commissioning & Redesign Lead for Planned Care, she joined Marysville in September 2015 as Practice Manager. As Managing Partner Izzy will lead on Strategic and Business decisions for the practice, as well as Finance, HR, Governance and Quality. Izzy is also one of the Project Managers for the Shrewsbury Primary Care Network so is very involved with the development of this across the 16 practices that make up the network.

## The Clinical Team



**Dr Catherine Goodwin MBChB, BMedSci (psychological medicine), MRCGP, DFSRH, 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. 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. Dr Marta has taken on the minor operations in the surgery.



**Liz Starkie—Advanced Clinical Practitioner**

ACPs come from a range of professional backgrounds such as nursing, pharmacy, paramedics and occupational therapy. They are healthcare professionals educated to Master's level and have developed the skills and knowledge to allow them to take on expanded roles and scope of practice caring for patients. Liz is an experienced Advanced Clinical Practitioner who is able to deal with complex and minor illnesses and is able to prescribe and refer to secondary care if required.



**Sister Sarah  
Bailey  
Practice Nurse**



**Sister Bethany  
Stevens  
Practice Nurse**



**Sister Hilary  
Davies  
Practice Nurse**



**Jane Cox  
Healthcare Assistant**

**Anna Webb  
Healthcare Assistant**



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

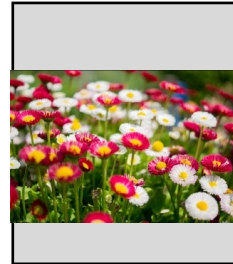
## The Practice Team



**Practice Manager**  
**Semra Dunn**



**Patient Services Supervisor**  
**Lucy Davis**



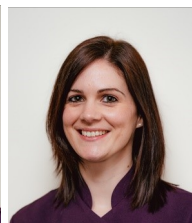
**Secretary**  
**Sue Llewellyn**



**Admin Team:**  
**Shell Humphreys, Lucie Bishop**



**Workflow Team:**  
**Fiona Macpherson, Sarah Tromans**



**Reception Team:**  
**Toni Inman, Katy Broxton, Chloe Broxton**



**Apprentice Receptionists:**  
**Scarlet Griffiths, Aysha Dunn**



**Community & Care**  
**Co-Ordinator**  
**Heather Wills**



**Social Prescriber**  
**Hope Robson**

### Counsellors

**Mike Flinn, Kim Pritchard,**  
**Leanne Rimmer**

## Surgery Times - Appointments Only

### GPs & Nurses

*Monday to Friday 09:00-17:30*

*A variety of appointments are available; face to face, telephone, video, e-consult, and one will be offered depending on what is most appropriate and safe for you. If it is an “urgent on the day problem” the doctor will only have time to deal with that single problem.*

### 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.

***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.***

### eConsult:

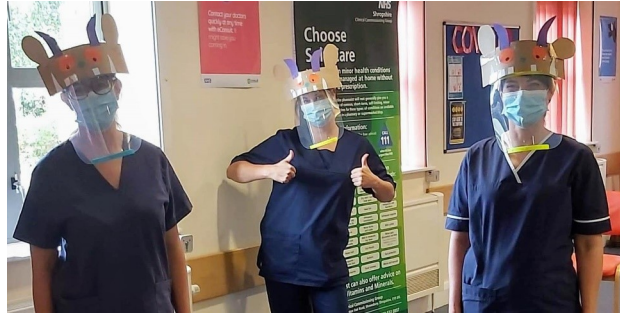
On our website [www.marysville.nhs.uk](http://www.marysville.nhs.uk) you will find a simple form to get advice and treatment instead of having to ring the practice. Once you have filled out the form, which you can do at a time convenient to you, it will be sent to the practice where upon one of our clinicians will triage and decide how best to treat you or deal with your query. Please use eConsult 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 eConsult form. You are able to ask for sick notes, test results and doctors letters through eConsult. Please allow 48 working hours for a response (e.g. if you submit one at 9pm on Friday night we may not respond until Tuesday afternoon/Wednesday morning).

eConsult should **not** be used for urgent medical issues.



### 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.



### 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.

### Community Care

We recognise that there are individuals who are socially isolated, lonely and need help within the community. Often these individuals have multiple health conditions, including memory loss and may often have limited networks of care or support. In order to support such patients, we have Heather and Hope in the practice team. The focus of their roles are to help patients by coordinating support, signposting on or referring to other services which may help them to cope better with their everyday lives.



### 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.

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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.

## 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 working 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.

## Chaperones

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



This practice is a member of Shrewsbury Primary Care Network (East Cluster) and Darwin Health Ltd. We work in collaboration with our neighbouring practices

on projects and how we can continue to improve the services we offer across the area. Collaborative working ensures functions are shared not duplicated across the system, and we can learn best practice from each other.





# 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.

## Patient Access - [www.patientaccess.com](http://www.patientaccess.com)

Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer.

## Test Results

Please ring after 2pm or check your results online if you have access to your health record via online EMIS access.

## 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 eConsult 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!**



**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](http://www.marysville.co.uk)**



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