

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



SHREWSBURY
PRIMARY CARE NETWORK

**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
08:00 - 18:30

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.



Do you have ideas about how to improve our practice?

Would you like to help shape the services we offer?

Our virtual patient group has been set up to:

- Help the practice to improve services we offer
- Offer support to other patients
- 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 please email:

- mp.marysville@nhs.net

**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)

NHS App

The NHS App is a free, secure platform for patients in England to manage their health, available on iOS, Android or via a web browser. Users can book some appointments, order repeat prescriptions, view medical records and access hospital appointment details.

Test Results

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

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

Patients can order repeat prescriptions using the NHS App, Patient Access or complete the slip you receive with your medication each month by ticking the medication you require and dropping this into the box available in the surgery.

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

The Partners

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



Dr Pippa Hine MBBS, MRCP

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. 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. She is the lead Trainer for the practice and looks after the GP Registrars that we regularly have working here.



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 Managers for the Shrewsbury Primary Care Network so is very involved with the development of this across the 11 practices that make up the network.

The Clinical Team



Dr Stephanie Chalmers MBChB, MRCGP, DFSRH, DRDCOG, MAME— GMC 6075039

Dr Chalmers is an experienced GP, and has worked at a number of practices in the region as a locum, following an 18 year career in the RAF as a Family Medical Officer. She has **also** worked in a variety of Medical Leadership roles and has an interest in Clinical Governance and Quality Improvement. Her clinical interests include Womens Health, Child Health and Safeguarding, and she also has experience in Occupational Health. She is delighted to be joining the team at



Dr Richard Fair BSc(Hons), MBChB, MRCGP, DFSRH

GMC 4647557

Dr Fair is an experienced GP, having previously been a GP Partner and a locum in other Shropshire practices, and also a Shropdoc sessional GP. He has extensive knowledge of primary care and with specialist experience in Medicines Management, Mental Health, Palliative Care, Dementia, Hypertension and as Practice Research Lead. Dr Fair has been locuming at Marysville for some months and so may already be well known by some patients. We are delighted that he has joined the team as a Salaried GP. Dr Fair will generally be working on Wednesdays and Thursdays at the practice.



Dr Tom Underwood MBChB, MRCGP, DRCOG, DTMH

GMC 4314633

Dr Tom Underwood is a GP with over 20 years experience. He qualified from Liverpool Medical School in 1996 and then as a GP in 2004. He was previously a GP partner in Telford for 16 years and also a Sessional GP at various Shropshire practices. He has clinical expertise in all aspects of Primary Care but has a particular interest in Dermatology, Palliative care and Child health. He has joined as a Salaried GP and will be working Tuesday afternoons and all day Wednesday and Friday.



Dr Katrina Whalley MBChB, MRCGP, MSc TMIH, DFSRH, DTMH

GMC 6135507

Dr Katrina Whalley is a GP who has worked in a variety of roles across several regions since qualifying as a GP in 2012. She enjoys the diversity of general practice and has specific interest in women's health, whole person care, and lifestyle medicine. She is also a qualified yoga teacher, medical acupuncturist and coach. She will be working on Thursday afternoons and Fridays.



John Cowen
Advanced Clinical Practitioner



Hayley Hopkins
Advanced Nurse Practitioner

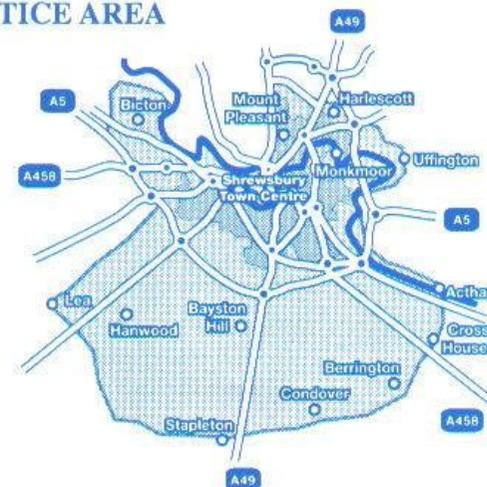


Sister Hilary Davies
Nurse Practitioner

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 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.

SHREWSBURY
PRIMARY CARE NETWORK

This practice is a member of Shrewsbury Primary Care Network. 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. You may at times be offered an appointment with a clinician who is employed by SPCN but working on behalf of the practices. SPCN run a home visiting service for us led by Paramedics. They also have a team of Pharmacists who help practices with medication reviews etc.

The Practice Team



Nursing Team:

Sister Katie Jones—Practice Nurse

Jade Myatt—Nursing Associate

Aysha Dunn—trainee Nursing Associate

Jo Simpson—Theatre Assistant



Practice Manager
Semra Dunn

Reception and Administration:

The Practice Manager runs the operational side of the practice, including line management of our reception and admin teams.

Sue looks after our secretarial needs and helps supervise the reception team.

On reception you will find Abbie, Chloe, Mollie, Abbey, Ellen, Amanda & Hannah—they will be happy to help you with your appointment needs. The receptionists also act as our Care Coordinators and will help sign post you to other services which may help you to cope better with your every day lives.

We also have Counsellors at the practice, who will receive referrals from the GPs and schedule in appropriate patients for a series of counselling sessions.

The counsellors are; Mike Flinn, Kim Pritchard and usually we have a trainee Counsellor with us as well.

