

# Welcome to Court Street Medical Practice

Dr. Teresa McDonnell (Partner) | Clive Elliott (Partner)

Dr. Ciju Thomas | Dr. Chahrazad Abbassi



01952 586616  
Court Street  
Madeley  
Telford  
TF7 5EE

## Friends and Family Test

We now offer the Friends and Family test which helps us get feedback on the service we provide to patients. A questionnaire can be completed and posted in a box in reception. This will also be sent to you via text following an appointment at the surgery.

**We welcome and value all feedback.**

**Court Street Medical Practice**  
Court Street, Madeley, Telford, TF7 5EE

Telephone: 01952 586616

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[www.courtstreetmedicalpractice.org.uk](http://www.courtstreetmedicalpractice.org.uk)



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

# About us

At Court Street Medical Practice we aim to provide high quality health care to all our patients. We work as a team, involving the receptionists, managerial staff and all the clinical staff in providing a truly integrated service. We are fortunate to have many highly skilled staff at Court Street. Please use all of our team members to help improve your health.

If you change address please check with reception if your new address is still within our practice boundaries.

As a patient, we will endeavour to provide you with the best possible health care. In return we would ask that you be courteous to our staff at all times and that you give consideration to other patients who may have more pressing problems. Please let us know if you are unable to attend an appointment so it may be reallocated. We reserve the right to remove you from our list should your behaviour be abusive or violent.

We do not discriminate on the grounds of a patient's race, creed, sexual orientation or life-style.

## Staff

### Management

- Clive Elliott (Business Partner)
- Maria Humphries (Practice Manager)

### Administration team

- Julie Johnston (Medical Secretary)
- Alex Richards (Senior Administrator)
- Stephanie Jones (Summariser)
- Keiley Witcombe (Admin/Secretary Support)

### Reception team

- Katie Wale (Supervisor)
- Lynn Spice
- Katie Richards
- Lisa Gestal-Patino
- Jade Marshall
- Nichola Johnston

## Doctors



### Dr Teresa McDonnell | Senior Partner

Teresa qualified in Dublin in 1983 where she did most of her postgraduate hospital training. She arrived in Telford in 1989 via North Shields and Stockport and joined Church Close Surgery in Oct 1994. She sits on the Shropshire Local Medical Committee and is a council member for Shropdoc.

### Dr Ciju Thomas

Dr Thomas joined us as a salaried GP in August 2015. She works Monday to Friday. Please contact reception to make an appointment with her.

### Dr Chahrazad Abbassi

Dr Abbassi joined us in January 2020. She currently works Tuesday to Friday. Please contact reception to make an appointment with her.

## Nursing Team

### Jess Carpenter | Practice Nurse

Jess joined us as a student nurse in 2018, where we acknowledged her vast knowledge and potential as a practice nurse. We employed her on a full time basis in September 2018.

### Georgie Eccleston | Practice Nurse

Georgie joined us in 2020 after gaining a wealth of knowledge initially within the hospital setting before moving to Primary Care.

### Nesa Hurdley | Healthcare Assistant

Nesa is our Healthcare Assistant can undertake Health checks, dressings, blood pressure checks, blood tests, ear syringes, diabetic foot checks and some injections.

### Lisa Taylor | Healthcare Assistant

Lisa joined us as a receptionist originally but has continued to expand her skill set and now works alongside our nursing team undertaking blood tests, dressings and certain injections.

# Important information

## Opening Hours

Reception is open from 8.20 am to 6.00 pm Monday to Friday for face to face contact. The phone lines are open from 8am till 6pm. There are usually 2 doctors consulting morning and afternoon each day. You are entitled to see the doctor of your choice but as their clinics vary each week, you will need to check clinic times with reception. There is always one doctor on call on a rota system.

## Repeat Prescriptions

Repeat prescriptions of long term medications can be obtained with the Doctor's agreement, by calling the NHS Prescription Ordering Direct (POD) Service on 01952 580350. Most chemists also offer a collection service for you so please ask your local pharmacist.

PLEASE ALLOW 48 HRS FOR THESE PRESCRIPTIONS TO BE PREPARED.

## Making Appointments

Please telephone 01952 586616 , Option 1 for reception. Alternatively, some appointments are available to book online via Patient Access or the NHS App. For all emergencies such as chest pain or loss of consciousness: dial 999.

## Routine appointments

If you are requesting a routine consultation please, if possible, telephone after 9.30am to keep our lines free for urgent callers. We use a ten minute appointment system to minimise waiting times, however we sometimes cannot avoid running late. If you have multiple problems, or more than one family member to be seen, please make a double appointment. Please let us know in good time if you are unable to keep an appointment so that another patient may be seen.

## Urgent / Same Day appointments

We offer a number of same day appointments with our triage nurse. If you require urgent medical attention on the same day, please telephone the surgery as early as possible. The receptionist will ask for an indication of the degree of urgency. If suitable, an appointment time for the appropriate tests or consultation will be made if you need to be seen.

Out of surgery hours your call is dealt with by 111. This contact number is given on the recorded message when phoning the surgery out of hours.

## Home Visits

If you feel you need a home visit we would be grateful if the request could be made before 11.00am as this makes it easier to plan our day. In reality very few home visits are necessary, except of course in frail, elderly patients and those who are seriously ill. You will be telephoned prior to any visit request to assess the urgency and nature of the visit.

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## Other appointments

We do provide a variety of extra services including, children's immunisation and monitoring of child development. We can offer travel advice, health checks and family planning advice. We have chronic disease clinics to improve the care of those with asthma, diabetes, heart problems and chronic lung diseases. We provide various treatments for minor skin lesions and are equipped to perform minor surgery. If you would like any information about any of these services please speak to the administration staff.

## Online Access for Patients

This surgery offers online access for patients for booking appointments and ordering repeat medications. To register for this service please contact reception.

## Disabled patients

Our premises are fully accessible to disabled persons including those using wheelchairs. If however you do require assistance, please do not hesitate to ask.

## Comments, suggestions and complaints

If you have a complaint about the service that you have received from the doctor or any staff working at this practice you are entitled to ask for an explanation. We operate an informal in-house complaints procedure. Your complaint should be addressed to the Practice Manager. We will ensure that any complaint is taken seriously. It will be confidentially investigated. A reply and/or the chance to talk about it will be arranged to try to resolve matters.

If you are still not satisfied, you should contact:

Telford and Wrekin CCG  
Halesfield 6, Telford TF7 4BF  
Tel: 01952 580300

We are constantly striving to improve our services and will welcome any comments you may have which will help us do that. This can be done by direct contact with the Practice Manager or any of our staff or by posting these suggestions in the box in reception.

### Confidentiality

All our staff are aware of the importance of patient confidentiality and unauthorized release of information can lead to dismissal. We will not use any confidential information obtained in a consultation for any purpose other than clinical care e.g. in a referral to a hospital consultant.

The only exceptions are:

1. With the consent of the patient (e.g. filling in an insurance form/consent form)
2. If the law requires us (e.g. in notifying certain illness)
3. If there is an overriding duty to society.

### Confidentiality and young people

All patients can be sure that anything you discuss with a member of staff will be treated confidentially. This also applies to patients under 16 years of age. We will not reveal information to parents, other family members, care workers or tutors without your permission. The only reason we may consider passing on information would be if we consider you or someone else to be at risk of serious harm.

### Data Protection

Our Practice complies with the 1998 Act and GDPR laws which allows patients access to their own medical record within set guidelines. You are entitled to access all your records including those held on computer. You also have rights of access to reports issued for employment or insurance purposes.

## Patient Charter

**Out of Hours Emergencies: 111**

### Waiting Times:

We expect patients to be seen within thirty minutes of their appointment time, and in the event of a delay we will offer an explanation.

When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

If you are up to five minutes late, you will still be seen. Between five and ten minutes you will be seen at the doctors discretion but may need to wait until the end of surgery. If over ten minutes late you will need to rebook your appointment.

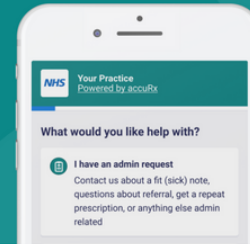
When requesting an appointment you will be asked a brief description of your problem in order to direct you to the correct clinician. Any information is in the strictest confidence and is only used to ensure you get the most appropriate care as quickly as possible.

**NHS**

**Contact us  
online**

Submit a new request

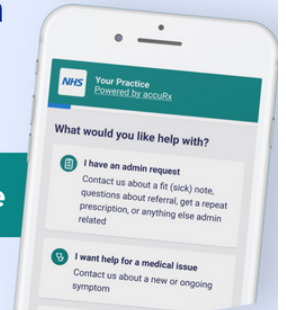
If you need help with a non-urgent medical or admin request, you can now contact us online.



# A new way to contact the surgery

This is a great way for you to contact our practice for non-urgent medical or admin requests.

Contact us online



[courtstreetmedicalpractice.org.uk/contact-us/](http://courtstreetmedicalpractice.org.uk/contact-us/)



There are three ways to get in touch with us at this surgery.

Use an online form on our website, call us or visit us.

Your health matters  
Help us help you



"I'm doing it for me"

Don't ignore your cervical screening invite

Screening saves lives  
Help us help you



## Appointments:

### With a Doctor

For routine consultations we will endeavour to offer patients an appointment as soon as possible and if more urgent than this will be dealt with by way of triage and prioritised appropriately. For medically urgent requests, we will offer a triage appointment and be dealt with according to priority.

### With a Practice Nurse

For routine appointments we will endeavour to offer an appointment within five working days.

If there is a delay in the appointment wait (when you arrive) if more than 20 minutes we will let you know.

We are happy to update you on any delay situation if you feel that you have been waiting too long.

### Home Visits:

We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. The decision to home visit will be at the doctors' discretion and all home visits will be triaged by a clinician when requested to ensure this is the best and the safest way of dealing with the problem.

### Access to medical records:

Under GDPR, all patients are eligible to request a copy of their medical records—also known as a 'subject access request'. Please speak to a member of reception to request this.

### Patients' rights to General Medical Services

#### Patients have the rights to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive emergency care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

### With these rights come responsibilities and for the patients this means:

- Courtesy to the staff at all times – remember they are working under the doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.

### Surgery Premises:

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

### Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a brochure; waiting room noticeboard or individual leaflets, giving as much notice as practicable.

### Repeat Prescriptions:

To ensure the best possible knowledge of your personal health, these will be signed by the GP who has full access to your medical records.

### Referrals:

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

### Test Results:

When a doctor or nurse arranges for a test to be taken the patient will be informed how to obtain the result.

### Transfer of Medical Records:

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and same day if the request is urgent.

### Privacy and Confidentiality:

We will respect our patients' privacy, dignity and confidentiality at all times.

## District Nurses

District nurses work with the doctors in providing nursing care for patients confined to their homes. Their aim is to enable patients to live an independent and dignified life. They will also advise and support carers and will refer to other agencies or specialist nurses.

## Midwife

Our community midwife has a weekly clinic at Court Street. She visits all pregnant women at home early in their pregnancy, arranges all the tests, investigations and appointments with specialists as appropriate and will also visit new mothers after they return to their home.

## Physiotherapist

We have a physiotherapist who attends the practice once a week. They can help you by:

- diagnosing and treating muscular and joint conditions
- advising on how to manage your condition
- referring you on to specialist services

## Social Prescribers

We have Social Prescribing Link Workers in our General Practice team. They can help you by:

- supporting you to manage your health and wellbeing
- giving you time to focus on what matters to you
- helping you to access support services and activities

## Clinical Pharmacist

We have a Clinical Pharmacist who attends the surgery once a week. They can help by:

- reviewing your medicines
- agreeing and making changes to your prescriptions
- advising about medicines and possible side effects

# Dealing with minor illness

**Many minor illnesses will get better on their own or with the help of simple remedies available from the chemist. Chemists will be happy to advise you on the most suitable medicines for your problem.**

## Fever

Many minor illnesses, especially viruses, are accompanied by a raised temperature. Warm layers of clothing should be removed and the forehead can be bathed with a cool damp cloth. Drink plenty of fluids and be prepared to rest. Fever can be relieved by regular doses of Paracetamol every 4-6 hours until the temperature has settled. Ibuprofen is a useful alternative, as is soluble aspirin, but aspirin should not be given to children under 16 without advice. If the fever persists more than 48 hours ask for advice. It may be necessary to seek help earlier in young children if they are very unwell.

## Coughs, Colds, Sore Throats and Flu

Coughs, Colds and Flu are caused by viruses and your body provides the only cure although you may have to give it time. Rest and drink plenty of fluids. Treat any fever as above. Do not ask your doctor to supply antibiotics as they seldom help.

## Diarrhoea and Vomiting

Vomiting and diarrhoea usually stops within 24 hours but in some cases recovery may take longer. Diarrhoea following a holiday is common. Some children vomit when they have a temperature. If your child is vomiting, check for dehydration by making sure your child is passing enough urine e.g. by checking for wet nappies.

Drink plenty of water with a small quantity of fruit juice. Rehydration sachets such as Rehidrat or Dioralyte may be helpful for young children and can be bought from a pharmacy. Avoid milk and milk products for 24 hours. Babies may continue to be breast fed safely. As the stomach settles, take foods such as dry biscuits, bread or breakfast cereals, but without milk, before gradually returning to a normal diet. If the vomiting or diarrhoea does not settle within 48 hours or there is a cause for concern, advice should be obtained from your GP Practice.

## Back Pain

Because of the complex nature of the spine it is advisable to consult your GP Practice if back pain incapacitates you for more than a few days. Take care to sit as upright as possible with a support for the small of the back and bend from the knees not the waist. Take Aspirin or Paracetamol, which will not only relieve the pain but will help to relieve inflammation. It may be useful to use an ice pack over the painful area.

**Your general practice team is here to help you**

Talk to us to find out more



Your  
health  
matters  
Help us  
help you