

## Your general practice team is here to help you

Talk to us to find out more



### 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.



### First Contact Practitioner (FCP)

We have an FCP 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

Fever often accompanies minor illnesses, especially viral infections. Remove extra clothing, use a cool damp cloth on the forehead, rest, and drink plenty of fluids. Use Paracetamol every 4–6 hours to reduce fever. Ibuprofen or aspirin (not for under 16s) are alternatives. Seek advice if fever lasts more than 48 hours, or earlier in unwell young children.

## Coughs, Colds, Sore Throats & Flu

These are usually viral and clear up on their own. Rest, drink fluids, and treat fever as above. Antibiotics are not effective for viral infections.

## Diarrhoea & Vomiting

Usually settles within 24–48 hours. Drink plenty of fluids—water with a little fruit juice or rehydration sachets (e.g. Dioralyte). Avoid milk for 24 hours (except breast milk). Gradually reintroduce plain foods like toast or dry cereal. See your GP if symptoms persist beyond 48 hours or if you're concerned—especially in children.

## Back Pain

If pain lasts more than a few days or limits movement, contact your GP. Sit upright with back support and bend from the knees. Paracetamol or aspirin can ease pain and inflammation. An ice pack may also help.

**Pharmacy First** is a free NHS service where community pharmacists can provide advice and treatment for minor health conditions, potentially avoiding the need for a GP appointment. It covers seven common conditions: sinusitis, sore throat, earache (in children), infected insect bites, impetigo, shingles, and urinary tract infections in women. Patients can access the service by walking into a pharmacy, contacting them, or being referred by a GP or NHS111.

## 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.

*First edition: April 2004 | Revised August 2025*

# Welcome to Court Street Medical Practice



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



**01952 586616**



**[www.courtstreetmedicalpractice.com](http://www.courtstreetmedicalpractice.com)**

### Partners

Clive Elliott | Dr Teresa McDonnell  
Dr Ciju Thomas | Dr Chahrazad Abbassi



**Find us on Facebook**

**[www.facebook.com/CourtStreetMedicalPractice](https://www.facebook.com/CourtStreetMedicalPractice)**

## Complaints

If you are unhappy with any aspect of the care or service you have received, you have the right to raise a complaint. We encourage you to write to our Practice Manager in the first instance. We operate an in-house complaints procedure, and all concerns are handled confidentially and taken seriously. We will ensure you receive a response or are offered the opportunity to discuss your concerns in person.

If you remain dissatisfied after contacting the practice, you may escalate your complaint to: Shropshire Telford and Wrekin ICB

## Confidentiality

All staff are fully trained in patient confidentiality. Any unauthorised sharing of information is taken very seriously and may lead to dismissal. We only use your personal information for clinical care—for example, in a referral to a hospital consultant. Information will only be shared:

- With your consent (e.g. for insurance forms)
- When required by law (e.g. for certain notifiable diseases)
- When there is a serious risk to you or others

## Data Protection

We follow the Data Protection Act and UK GDPR regulations. You have the right to access your medical records, including those held digitally, and can request access to reports prepared for employers or insurers.

## 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.

## You have the right to:

- Be registered with a GP and change doctor if you wish
- Have a health check when joining the practice
- Access emergency care at any time
- Receive appropriate medicines
- Be referred for specialist care or a second opinion (if agreed with your GP)
- View your medical records (subject to legal guidelines)
- Expect confidentiality from all NHS staff

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

- Treat staff with courtesy—they work under GP guidance
- Cooperate with reception staff when asked for information
- Arrive on time or cancel appointments you cannot attend
- Book separate appointments for each person needing to be seen
- Request home visits only when medically necessary
- Allow 48 hours for repeat prescriptions to be processed accurately

## Opening Hours

Reception and phone lines are open Monday to Friday, 8:00am–6:00pm (Tel: 01952 586616).

## Repeat Prescriptions

For regular medications, call **NHS POD** on **01952 580350**. Many pharmacies also offer a collection service—ask your pharmacist. **Please allow 48 hours for processing.**

## Making Appointments

- Call us on **01952 586616**
- Book online via Patient Access or the **NHS App**

## Routine Appointments

Call after 9:30am for non-urgent bookings. Appointments last 10 minutes—request a double slot for multiple issues or family members.

## Urgent / Same-Day Appointments

We offer limited same-day appointments for urgent issues, usually assessed first by our triage nurse. Call early and give a brief description of your concern to help us prioritise. Outside normal hours, call NHS 111 for urgent help.

## Waiting Times

If you're:

- **Up to 5 minutes late** – you will still be seen
- **5–10 minutes late** – seen at the doctor's discretion, possibly after other patients
- **Over 10 minutes late** – you'll need to rebook

When booking, you may be asked for a brief description of your issue to ensure you're directed to the right clinician. This information is confidential and helps us provide the best care quickly.

## Home Visits

If you're housebound, call before 11:00am to request a home visit. A clinician will call to assess if a visit is needed. These are usually for frail or seriously ill patients.

## Contact Us Online

For non-urgent medical or admin requests, visit: [www accurx.nhs.uk/patient-initiated/m82616](http://www accurx.nhs.uk/patient-initiated/m82616)

## Online Access

You can book appointments and order repeat prescriptions online. To register, speak to our reception team.

## Accessibility

Our surgery is fully accessible for patients with disabilities, including wheelchair users. If you require any assistance during your visit, please don't hesitate to ask a member of staff—we're here to help.

# About us

At Court Street Medical Practice, we aim to provide high-quality care through a dedicated team of clinical, reception, and management staff. Please make full use of our team to support your health. If you move, check with reception to confirm you remain within our practice area.

We'll do our best to offer excellent care. In return, please treat staff and other patients with courtesy, and cancel appointments you can't attend. We reserve the right to remove patients for abusive or violent behaviour.

We treat all patients equally, regardless of race, religion, sexual orientation, or lifestyle.

## Doctors

**Dr Teresa McDonnell**  
Partner

**Dr Ciju Thomas**  
Partner

**Dr Chahrazad Abbassi**  
Partner

**Dr Navjot Kaur**  
Salaried GP

## Nursing Team

**Jess Carpenter**  
Practice Nurse / Trainee ACP

**Georgie Eccleston**  
Practice Nurse

**Kim Evans**  
Nursing Associate

**Phil Henshaw**  
Nursing Associate

**Nesa Hurdley**  
Healthcare Assistant

**Lisa Taylor**  
Healthcare Assistant

## Management

**Clive Elliott**  
Business Partner

**Maria Humphries**  
Practice Manager

**Alex Richards**  
Assistant Manager

## Administration

**Julie Johnston**  
Medical Secretary

**Steph Jones**  
Summariser

**Keiley Witcombe**  
Admin Support

## Reception Team

**Katie Wale**  
Reception Supervisor

**Lynn Spice**  
Receptionist

**Katie Richards**  
Receptionist

**Lisa Gestal-Patino**  
Receptionist

**Nichola Johnston**  
Receptionist

**Tasmin Pledger**  
Receptionist