**laxey and village walk health centres**

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| **Village Walk Health Centre****1, The Village Walk****Onchan****IM3 4EA****Tel: 656020** | **Laxey Health Centre****New Road****Laxey****IM4 7BF****Tel: 861350****www.laxeyandvillagewalk.co.uk** |

**Dr Kate Christian** (Female)

MBChB (Hons), MRCP, DFSRH, MRCGP, (GMC 4711890) Liverpool 2000

**Dr Karen Wilson** (Female)

BSc (Hons) MBChB, MRCGP.DFFP (GMC 3547230) Manchester 1991

**Dr Sushma Chandra** (Female)

MBBS, MRCGP, PG Cert in Ed, DFSRH (GMC6066293) Bangalore, India 2001

**Dr Nicholas Ardern** (Male)

MB ChB (GMC 7458909) Manchester 2014

**Dr Vidya Neel** (Female)

MBBS (GMC 6066462) Chennai, India 2003

 **THE PRACTICE**

The practice is a partnership of five Doctors with approximately 8600 patients. There are two practice premises which cover Laxey, Onchan and Baldrine. The practice area is north to the Corony through to Governors Bridge and the bottom of Summerhill in Onchan.

**The Receptionists**

Our team of Receptionists have a very demanding job. They take requests for appointments and home visits, they receive patients when they visit the practice and they file and look after every medical record. They often have to make personal enquiries –please do not be offended, there is a strict code of confidentiality.

**Please help them to help you.**

**Consultations**

All consultations are by appointment. Appointments can be made from 8am until 6pm Monday to Friday by telephone, or by calling in at the practice. You may make an appointment with any doctor. For routine matters you will be offered the first available appointment with the doctor of your choice.

Urgent cases will be dealt with on the same day with whichever doctor is available. Please tell the receptionist if you feel the problem is urgent.

If you need another appointment, please make this before leaving the surgery. It is in your interest to be followed up by the same doctor in any particular illness.

If you have more than one problem to discuss, please make a double appointment. Only one patient will be seen per appointment.

You are welcome to telephone for advice with a Doctor or Practice Nurse; the Receptionists will recommend a convenient time to call.

***If you cannot keep an appointment, you must let us know as soon as possible so that another patient can be seen.***

**Home Visits**

Patients who are too ill or infirm to attend surgery may request a home visit. It enables the doctors to plan their rounds if requests are made before 10:30 am.

The receptionist will ask for the full name, date of birth and address of the patient. She will also ask you to describe the nature of the illness. Any questions asked are to help the doctor in assessing the urgency of the call.

**Nights and Weekends**

Out of hours calls – between 6pm and 8am, weekends and public holidays are dealt with by the Manx Emergency Doctor Service. If you require urgent medical advice after surgery hours, simply telephone either of the surgeries for transfer to the out of hours medical centre where your details will be taken.

You may be given an appointment to go to the out of hours centre or a doctor may provide telephone advice or a home visit. Unless you have opted out of the Manx Emergency Care Record system, your basic information is available to the MEDS doctor on obtaining your permission.

**Accident and Emergency – Noble’s Hospital**

This service is specifically for the emergency treatment of patients who have suffered an injury due to an accident or who have been overtaken by sudden illness. In all other cases you should consult your GP. **In a real emergency, dial** **999**.

**Practice Nurses**

We have 2 Practice Nurses, Mrs Debby Ashe (RGN) and Mrs Lynne Norton (RGN). Our Practice Nurses carry out many practical procedures such as dressings, removal of sutures, ear-syringing, injections, blood pressure reading and perform cervical smear tests.

They also have an important role in health promotion including Disease Management which covers Diabetes, Asthma and Heart Disease. Advice is given on diet/exercise, smoking cessation, cholesterol, family planning, sexual health and breast awareness.

The nurses carry out most of the immunisations and offer travel advice.

The nurses are available for consultation directly without referral from the doctor. Please make an appointment at reception.

**Repeat Prescriptions**

Repeat prescriptions may be obtained with the doctors’ agreement. Requests should be made at least 48 hours in advance using the repeat prescription slip attached to your previous prescription, by written request or online via our website or Patient Access (please ask at reception to register for this service).

*Please note: we are unable to accept repeat prescription requests by telephone*.

If you wish the prescription to be posted to you, please supply a stamped addressed envelope.

**Results of Investigations**

Results of X-ray and laboratory tests may be obtained from the receptionist with the doctors’ consent. In order to maintain confidentiality, such results will only be given to the patient unless we have express consent from you to do otherwise.

**New Patients**

You will be registering with the Practice rather than an individual GP.

We require photographic ID for all new registrations, i.e. Passport or Driving licence and proof of address.

You will be asked to attend for a general health check with the practice nurse. Please bring a urine sample with you.

**Health Promotion**

Health advice is given on an opportunistic basis. We recommend a health check to anyone who has not seen a doctor for three years or anyone aged over 75. Please feel welcome to make an appointment.

**Immunisation**

Childhood immunisations are carried out mostly by the practice nurses in accordance with current guidelines. If you require immunisation for travel, please give as much notice as possible and advise us in writing of the countries you are due to travel to. The reception staff will advise you when to telephone to arrange any appointments and prescriptions. *Please note from 1st December 2010 Travel vaccinations are not available via NHS and must be paid for privately.*

**Child Health Surveillance**

In conjunction with the Health Visitor, your GP will periodically assess your child’s developmental progress. Please make sure any change of address is notified to the Health Visitor as well as the surgery.

**Ante-Natal**

Ante-natal care is undertaken during normal surgery hours. We provide shared care with the Consultant Obstetrician at Noble’s Hospital. A Midwife offers weekly antenatal sessions at Village Walk Health Centre.

**Family Planning**

Family planning advice, including emergency contraception, is provided during normal surgery hours.

**Minor Operations**

A variety of minor surgical procedures under local anaesthesia are offered. Initial assessment takes place during normal surgery and you may be asked to come back for the operation at a later date.

**Private Medical Examinations**

Pre-employment, Life Insurance and other Medical Examinations are undertaken outside normal surgery hours both these and letters requested by the patient carry a charge. *(Please DO NOT book into normal surgery).*

**Complaints**

If you are dissatisfied with any aspect of the care or service you receive, please either tell your Doctor or contact our Practice Manager, Mrs Sue Corlett.

**Conduct**

The practice has a zero tolerance attitude towards any violence or verbally abusive behaviour directed at the Doctors, their staff or other persons present on the practice premises, or other place where treatment is provided. Such behaviour will result in you being removed from our list.

**Confidentiality**

Both of our Health Centres are fully computerised and your medical information is also held in paper notes. All of the information held is treated with the strictest confidence. The Practice is registered with the Data Protection Office.

**District Nurses**

District Nurses provide care in the community and can be contacted by telephone on 656032.

**Health Visitors**

Health Visitors provide support, advice and health promotion, assessment of babies and young children.

They can be contacted on 656030 or 686964.

**Family Practitioner Services**

Manx Care, Family Practitioner Services, can be contacted at: Crookall House, Demesne Road, Douglas, IM1 3QA.

email: Familypractitionerservices.dh@gov.im

**Both Health Centres are open:**

**Monday – Friday 8.00 am – 6.00 pm**

 **Suitable access is available for disabled patients at both surgeries.**

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