



Alcester Health Centre

Modern Care Traditional Values

Alcester Health Centre

Fields Park Drive

Alcester

Warwickshire

B49 6QR



Telephone: 01789 763060

Email: alcester.healthcentre1@nhs.net

Website: www.alcesterhealthcentre.co.uk

How to Book an Appointment?

You can book appointments via:

- Calling or visiting Reception
- Sending an eConsult - accessed via our website
- Online via the NHS App/ Patient Access



Appointments at Alcester Health Centre

The Doctor's request our reception team ask you for the reason for the appointment, at the point of booking. Triaging helps reception direct you to the right appointment that you need, with the right clinician at the right time.

Reception may offer you different types of appointment. Such as:

- Telephone call
- Face to face appointment
- Video consultations

Our appointments can be pre-booked up to a month in advance. Additionally, we offer extended access appointments for patients who cannot access our services during opening hours.

GP Appointments

GP appointments are routinely for 10 minutes.
Our GP clinics consist of routine pre-bookable appointments and urgent on the day appointments.

Additionally, we run minor surgery clinics and family planning clinics.



Nursing Appointments

Our Senior Nurse Prescriber and Advanced Nurse Practitioner are qualified to prescribe when required. They can help with minor illnesses such as: sore throats, colds, chest infections, urinary tract infections, fevers, abdominal pains, skin disorders, minor injuries, earache, bites and stings.

Additionally, our nurses run clinics such as: Asthma, COPD, Diabetes, Hypertension, Child Immunisations, Cervical Screening, and many more.

Health Care Assistant Appointments

HCA appointments are available throughout the day, and offer a wide variety of healthcare services, such as: blood pressure checks, weight management, NHS Health Checks, wound checks/ dressings, ECGs, urine and blood tests.

Weight Management

Our Health Care Assistants can help with one to one weight management programme.

Smoking Cessation

Our Health Care Assistants can provide you advice with smoking cessation.

NHS Health Checks

If you aged between 40 and 74 you can request and NHS Health Check. The appointment with the Health Care Assistants will look at your risk factors of developing Heart Disease, Stroke, Kidney Disease or Diabetes.

By discussing your currently lifestyle, family history and taking your Blood Pressure and reviewing your weight.

Chronic Disease Management

Patients with chronic diseases such as Diabetes, Chronic Heart Disease, Ischemic Heart Disease, COPD are provided with a care plan that outlines the annual list of appointments they should attend. This includes medication reviews and blood tests.

Cervical Screening

A cervical smear is recommended every 3 years for women from age 25 to 49 and every 5 years for women aged 50 – 64.

Our nurses are happy to discuss any questions or concerns you may have.

Immunisations

Our Nurses and Health Care Assistants offer a range of Immunisation and Vaccination clinics such as: Child Immunisations, Travel Vaccination and Vaccines for Flu, Shingles, Pneumonia, HPV and Whooping Cough.

Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to the clinician during your appointment.



Test Results

It is the patients' responsibility to telephone the surgery, after 10am for test results.

Please allow 5 days for blood test results to come back, for other tests you will be advised at the time of taking the tests.



If your blood test or scan has been requested by secondary care, the result will be sent directly to the consultant.

We will only give your results to someone else with your expressed permission.

Did you know...

On the Alcester Health Centre Website you can:

- Order repeat prescriptions
- Cancel appointments
- Change your personal details
- Complete a range of online forms

(Forms such as: registration forms, travel questionnaires for travel immunisations, self-referrals for physio/ midwife, fit note requests, carers forms etc.)

If you would like assistance accessing any of these services contact our reception team to organise an appointment with our Digital Care Co-Ordinator.

Core Opening Times

**Early morning and Evening Clinics Available for Booking
Please Enquire with Reception**

Monday	8am - 1pm	2pm – 6.30pm
Tuesday	8am - 1pm	2pm – 6.30pm
Wednesday	8am - 1pm	2pm – 6.30pm
Thursday	8am - 1pm	2pm – 6.30pm
Friday	8am - 1pm	2pm – 6.30pm
Saturday	Closed	Closed
Sunday	Closed	Closed

Ordering Repeat Prescriptions

We only accept requests in writing from the perspective of patient safety.

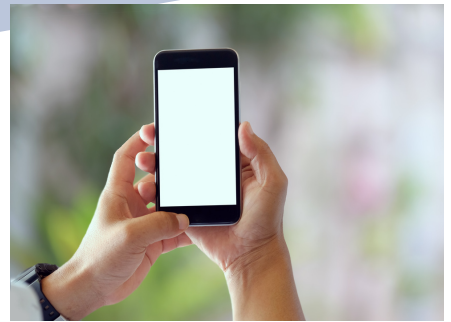
You can order your repeat prescription many ways:

- Patient Online Access/ NHS App
- Written Note
- Alcester Health Centre Website
- Email to alcester.healthcentre1@nhs.net

Please allow 2 working days for your prescription to be processed.

Repeat Prescriptions are routinely provided for one month at a time.

If you need to request more than one month's supply, please detail the reason in your written request. This will be put to the clinician to approve.



Repeat Dispensing

Repeat Dispensing is an alternative way of getting your regular medicines without contacting the surgery for a prescription each time.

The clinician will assess the suitability and stability of the medications and send a batch of prescriptions (between 3 and 12 months) to the Pharmacy.

When you collect your final prescription in the batch, you should contact the surgery to arrange your medication review.

New Patients

How to Register at Alcester Health Centre?

Complete the registration form and patient questionnaire by visiting the reception desk at the surgery or [visit our website](#) to complete our online registration form.

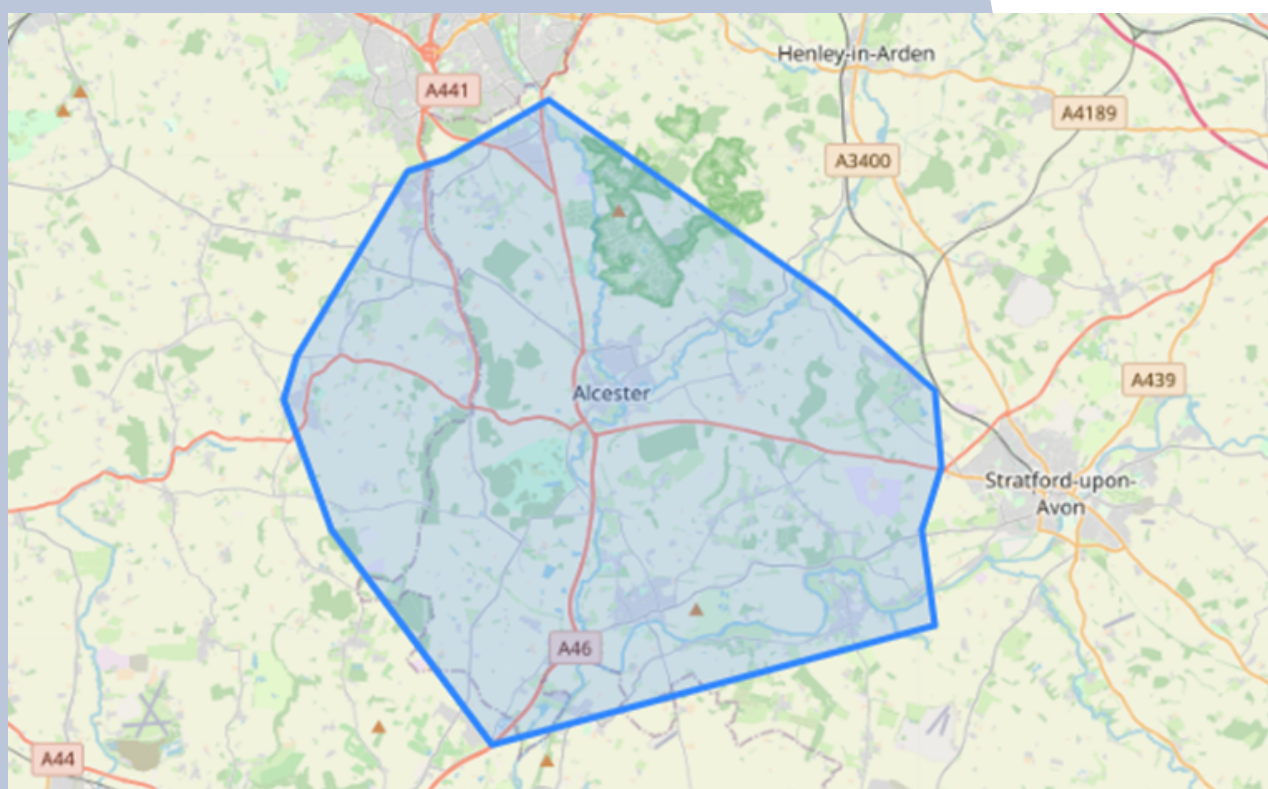
If you have any medical conditions or any medication on repeat we invite you to make a New Patient Check appointment. In this appointment your medical needs can be discussed and your medication added to our systems.



Practice Area

We welcome new patients who live both within our practice area and outside the area to register with us.

However, If you live outside of the practice boundary, but would wish to register you must be aware that our clinicians will be unable to offer home visits.



Primary Care Network (PCN)

Alcester Health Centre is part of the Arden PCN, which is made up of 7 practices, set up in 2019.



A primary care network is a collaboration between general practices to offer more personalised, coordinated health and social care to our local practice populations.

PCN'S build on existing primary care services and enable greater Provision of proactive, personalise, co-ordinated and more integrated health and social care for people close to home.

The PCN funds roles such as:

- Clinical Pharmacists
- Social Prescribers
- Health and Wellbeing Coaches
- First Contact Practitioners

[For More information visit the practice website.](#)

SOCIAL PRESCRIBERS CAN ASSIST WITH THE FOLLOWING:

- SUPPORT WITH MANAGING LOW MOOD, BEREAVEMENT AND LOSS
- CARER SUPPORT
- SUPPORT GETTING INTO WORK, VOLUNTEERING AND SOCIAL ACTIVITIES
- FAMILY AND FRIEND RELATIONSHIPS AND COUNSELLING
- SUPPORT WITH FINANCIAL WORRIES, BENEFITS AND HOUSING DIFFICULTIES
- TAKING UP A NEW INTEREST OR HOBBY
- SUPPORT TO ACCESS SERVICES IN THE COMMUNITY TO TACKLE LONELINESS AND ISOLATION



SOCIAL PRESCRIBERS

THIS IS A FREE SERVICE ACCESSIBLE TO ANYONE REGISTERED WITH OUR GP PRACTICE OVER THE AGE OF 16

CONTACT OUR RECEPTION
TEAM TO ENQUIRE ABOUT
AN APPOINTMENT

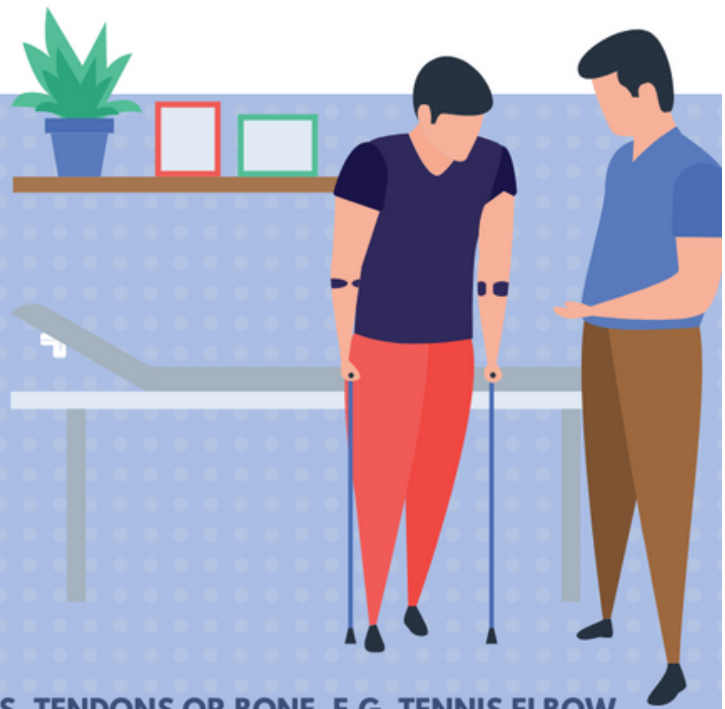
SOCIAL PRESCRIBERS WORK COLLABORATIVELY WITH GENERAL PRACTICES TO SUPPORT PATIENTS IN A HOLISTIC WAY. THEY EMPOWER PATIENTS TO TAKE CONTROL OF THEIR OWN WELLBEING BY FOCUSING ON THEIR STRENGTHS, NEEDS AND ASPIRATIONS.



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**FCPS ARE
PHYSIOTHERAPISTS
WITH EXPERTISE IN THE
ASSESSMENT AND
MANAGEMENT OF
MUSCULOSKELETAL
(MSK) CONDITIONS.
SUCH AS:**

- **SPRAINS, STRAINS OR SPORTS INJURIES**
- **ARTHRITIS – ANY JOINT**
- **INJURIES TO MUSCLES, LIGAMENTS, TENDONS OR BONE, E.G. TENNIS ELBOW, CARPAL TUNNEL SYNDROME, ANKLE SPRAINS**
- **SPINAL PAIN INCLUDING LOWER BACK PAIN, MID-BACK PAIN AND NECK PAIN**
- **SPINAL-RELATED PAIN IN ARMS OR LEGS, INCLUDING NERVE SYMPTOMS, E.G. PINS AND NEEDLES OR NUMBNESS**
- **POST-ORTHOPAEDIC SURGERY**



FIRST + CONTACT + PRACTITIONER

**CONTACT OUR RECEPTION
TEAM TO ENQUIRE ABOUT
AN APPOINTMENT**

**THE ROLE OF FIRST CONTACT
PHYSIOTHERAPISTS (FCPS) IS TO
ASSESS PATIENTS WITH SOFT TISSUE,
MUSCLE AND JOINT PAIN AND TO DECIDE
ON THE MOST APPROPRIATE CARE
PATHWAY**



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HEALTH AND WELLBEING COACHES WORK 'ALONGSIDE' PEOPLE WHO NEED ADDITIONAL SUPPORT. THIS MAY BE SOMEONE WHO IS:

- AT RISK OF DEVELOPING A LONG-TERM CONDITION
- STRUGGLING TO COPE WITH A LONG-TERM CONDITION
- WEIGHT MANAGEMENT

HEALTH & WELLBEING COACH SUPPORT TAKES INTO ACCOUNT THE WIDER ISSUES THAT MAY BE HAVING A NEGATIVE IMPACT ON HEALTH.

HEALTH & WELLBEING COACH

THIS IS A FREE SERVICE ACCESSIBLE TO ANYONE REGISTERED WITH OUR GP PRACTICE OVER THE AGE OF 18

CONTACT OUR RECEPTION TEAM TO ENQUIRE ABOUT AN APPOINTMENT

THEY SUPPORT PEOPLE TO SET GOALS TO INCREASE KNOWLEDGE, SKILLS, CONFIDENCE TO:

- TAKE AN ACTIVE ROLE IN THEIR HEALTH & WELLBEING
- ACCESS INFORMATION TO BETTER UNDERSTAND HEALTH CONDITIONS
- MEET OTHERS WITH SIMILAR EXPERIENCES FOR MUTUAL SUPPORT



Useful Numbers

Warwick Hospital

01926 495321

Stratford Hospital

01789 205831

Alexandra Hospital

01527 503030

Worcester Royal Hospital

01905 763333

**University Hospitals Coventry and
Warwick**

024 7696 4000

Hopkins Pharmacy

01789 764874

Lloyds Pharmacy

01789 400122

Health Visitors

01789 412984

**Voluntary Action Stratford-on-Avon -
Patient Transport**

01789 262889

Feedback and Complaints

We welcome any feedback so we can continually review our service.

Your feedback will help us learn more about what you think of your experience – what you like and what you think we could improve. Ultimately, you're helping us to make changes that will ensure we can offer the best possible care.

[Visit our website to leave feedback](#)

Surgery Access

Disabled Parking

The surgery has disabled parking bays and transportation drop off areas.

Step Free Access

Our clinical rooms are all accessible with no steps or ramps on the ground floor.

Disabled WC

The surgery has easy access toilets furnished with rails and a panic alarm.

Baby Changing

The surgery has baby changing stations available.

Induction Loop

The building is fitted with induction loops.

Lift Access

For healthcare carried out on the first floor of the centre, lift access is available.

Are you a Carer?

Anyone who looks after a friend or family member who cannot manage without them, and is unpaid, can register. This includes carers under the age of 18.

It's important that we know if you are a carer so that we can offer you help and support if you need it.

Visit the practice website to complete the carers form.

PPG

Patient Participation Group

Aims:

To have a voice for the patients of the practice.

To be realistic about what can be achieved and to look for small changes that can make a real difference.

To work constructively and positively to help identify solutions and to work in partnership with the practice and other local organisations.

To carry out surveys and research, to find out what matters to patients and discussing the findings with the practice.

To encourage patients to engage in their own healthcare.

If you are interested in joining the Alcester Health Centre Patient Participation Group, please visit our website and complete the online form or ask at reception for a paper copy.

Your contact details will only be used for this purpose and will be kept safely.



Patient Charter

1. Patients are the focus of everything we do - our work must be done with our patients and their carers in mind, providing the highest standards of care within a confidential and safe environment to ensure high quality, safe and effective services. We strive to provide excellent patient care and satisfaction.
2. To show our patients courtesy and respect at all times irrespective of ethnic origin, religious belief and to treat all our patients as individuals with the same respect as we would wish for ourselves. To safeguard both children and vulnerable adults, by ensuring all staff receive the appropriate training.
3. To involve our patients in decisions regarding their treatment and to be transparent in the care we provide.
4. To focus on prevention of disease by promoting good health and well-being to our patients through education and information. To optimise performance against key targets and core standards.
5. To work in partnership with other healthcare professionals in the care of our patients to tackle the causes of, as well as provide the treatment for ill health
6. To encourage our patients to get involved in the practice through both the patient participation group and the FFT cards.
7. Staff involvement is paramount and is the source of our strength and expertise - we are a team, we treat each other with trust and respect and ensure that all staff have the right skills and training to carry out their duties. We take care of our staff by offering them support to do their jobs and protect them against abuse. We have a zero tolerance of all forms of abuse.
8. Continuous improvement is essential to our success.- we strive for excellence in everything we do: in our care, in its safety and value and in our services, our efficiency and relationships with our staff and patients. We are consistently trying to improve communication with the surgery and its patients, with modern initiatives like Facebook, Patient Access, Twitter and our website