

# Practice Information

## **Trinity Court Surgery**

Building No. 1  
Arden Street  
Stratford-upon-Avon  
Warks CV37 6HJ

**Tel: 01789 292895**

## **Claverdon Surgery**

Station Road  
Claverdon  
Warwick CV35 8PH

**Tel: 01789 292895**

**[www.trinitycourtsurgery.nhs.uk](http://www.trinitycourtsurgery.nhs.uk)**

Please visit our website for information, useful forms,  
ordering repeat medication and on-line booking.

# Welcome

## THE DOCTORS

<b>Dr David M Buckley</b>	MB BS MRCP DRCOG	London 1985
<b>Dr Joanne E Alliston</b>	MB ChB DRCOG MRCP	Bristol 1989
<b>Dr Martyn D Gill</b>	MB ChB MRCP MRCP DRCOG	Bristol 1987
<b>Dr Jenny Gowans</b>	MA MB BS MRCP DRCOG DFFP	London 1985
<b>Dr William J Fitchford</b>	MB ChB MRCP DFFP Dip Pract Dermatol	Birmingham 1990
<b>Dr Helen Coleman</b>	B Med Sci BM BS	Nottingham 1990
<b>Dr Kristal Procter</b>	MB BS DCH MRCP MRCP	Newcastle
<b>Dr Sassa Calthrop-Owen</b>	BM BS BMedSci MRCP DipObs	New Zealand
<b>Dr Thomas O'Connor</b>	MRCGP MB ChB BSc	Warwick

## PRACTICE HISTORY

This practice has grown steadily from three principals to its present six principals.

The partnership practiced from part of Trinity House until 1972 when part of the old college was demolished and a new purpose-built surgery developed with its entrance in Chestnut Walk. The move to new premises in 1972 provided a room for the attached health visitor to practice on the same premises and a large treatment room which provided facilities for minor surgery.

In 1990 the surgery was extended and refurbished extensively. These alterations produced a second treatment room, further consulting rooms and much easier access to the first floor consulting rooms. Staff facilities have been continuously improved and the practice fully computerised.

In May 2001 the practice merged with Claverdon Surgery forming The Chestnut Walk and Claverdon Partnership.

In May 2006 Chestnut Walk Surgery became Trinity Court Surgery and moved to the new purpose-built development by Stratford Hospital. The doctors pioneered the move to the new site by the purchasing of the land and overseeing its development. Stratford Healthcare was built to house numerous healthcare and community services and continues to expand and develop.

In June 2008 Claverdon Surgery underwent major refurbishment to improve the existing building.

## THE PRACTICE

The partnership has always made a commitment to supporting Stratford Hospital and have access to inpatient beds in The Nicol Unit and both the doctors and their patients find this a useful asset. The practice provides family planning, maternity medical services, child health surveillance services, phlebotomy and minor surgery. The partnership has access to laboratory services, physiotherapists, x-ray facilities and social workers.

The doctors provide services to their patients between 8.00am - 6.30pm Monday to Friday. The premises are open from 8.00am - 5.45pm. For urgent medical attention when the premises are closed please telephone 01789 292895.

An out-of-hours service is provided by the Warwickshire Health Care Trust from 6.30pm - 8.00am Monday to Friday, 6.30pm on Friday to 8.00am Monday and all Bank Holidays. If you need to use the out-of-hours service, please telephone **111**.

We are now a Hub for the South Warwickshire Extended Access with clinics in the evenings and at weekends.



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**Cold Feet**  
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To encourage **our patients to become your clients or customers**, advertise your business now through our practice booklets and appointment cards  
Simply call **0800 612 1516** for more information.

### REGISTRATION WITH THE PRACTICE

Applications to join the list are made by filling out registration forms at either of the practice premises (Stratford or Claverdon) which can be obtained from the practice or online ([www.trinitycourtsurgery.nhs.uk](http://www.trinitycourtsurgery.nhs.uk)).

Patients have the right to express a preference from whom they receive services. This preference will be recorded and the practice will endeavour to comply with any reasonable preference expressed but need not do so if the person requested has reasonable grounds for refusing to provide the services or does not routinely provide the service requested. All new patients will be invited to participate in a consultation.

### THE PRACTICE CHARTER

Our aims are to provide a good efficient service for our patients. Our staff will try to help each patient with their individual needs in a pleasant courteous manner. To enable us to achieve this we must ask you to help us to help you. People involved in your care will give you their names and ensure that you know how to contact them. Please let us know if you change your address or telephone number.

### PERSONAL CONSIDERATION AND RESPECT

We are committed to giving you the best possible services. This will be achieved by working together. All our staff are trained and expected to be helpful, polite and courteous to all patients. You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious beliefs, personal attributes or the nature of your health problems. We ask that you treat the doctors, all practice staff and their families with the same courtesy and respect. Following consultation you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In return we would ask you to try and follow the medical advice offered and to take any medication as advised.

### VIOLENT OR ABUSIVE PATIENTS

If a patient commits an act of violence or is abusive towards the doctors, a member of the staff or to any other person present on the practice premises or in the place where the medical services are being provided, they will be removed from the practice list with immediate effect. The police will also be asked to attend. This includes verbal or physical abuse.

### APPOINTMENTS

The practice operates an appointment system. Routine appointments can be booked up to two weeks in advance. Please see reception or visit our website for information on ON-LINE APPOINTMENT BOOKING. You must be a registered user who has consented to this service before being able to book on-line.

Patients requesting an appointment for the same day have access to advice over the telephone or an appointment with a nurse practitioner or doctor. As well as routine appointments the practice also offers emergency surgery every day. Patients will be given a time at which the doctor, nurse practitioner or a nurse hopes to be able to see you. An emergency appointment is needed when you have a clinical problem that cannot wait until the next routine appointment is available.

Please do everything you can to keep appointments and to let us know as soon as possible if you cannot. Please try to be punctual. If you arrive later than your appointment time this may cause delays and inconvenience to other patients and you may be asked to re-book your appointment. Please ask for more than one appointment if you want more than one patient to be seen. If we are running late, please do not blame the receptionist. We will try to ensure that you are seen on time, but some consultations take longer than others and we have no way of knowing about this in advance. If there is a patient with an emergency or a serious problem we will give them priority. When there is prolonged delay an explanation will be given by the receptionist.

It is our duty to give you treatment and advice. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Please telephone after 10.00am for non-urgent appointments/queries.

## **CONSULTATIONS**

The doctors will see you in surgery by appointment between 8.10am - 5.30pm Monday to Friday. Some evening and Saturday surgeries are available.

Urgent cases can be seen the same day, otherwise we will be pleased to offer you the first available appointment. If you cannot keep your appointment please let us know.

## **HOME VISITS**

We will arrange a home visit as appropriate for those patients who are too ill or infirm to be brought to the surgery. Please do not ask for a home visit unless the patient cannot be brought to the surgery. In particular, most children can quite safely be brought to the surgery by car, facilities in the surgery are such that it is easier to treat and examine patients there.

Please ensure that your request for a home visit reaches the surgery before 10.30am unless a genuine emergency arises later. Our paramedic, Peter Collins, carries out most of the home visits requested. It is the doctor's decision to accept or refuse a visit.

## **TELEPHONE**

We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. We ask that you please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

## **RESULTS OF MEDICAL TESTS**

These will be given only to the patient concerned. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

## **YOUR HEALTH RECORDS**

You can register to view your medical records on-line please see a member of the reception team or look on our website for details. You have the right to see your health records made after November 1991. All will be kept confidential, subject to any limitations in the law. A small charge for this may be made.

## **HEALTH CHECKS BY YOUR DOCTOR**

You will be offered a health check when you join the practice. Any patient who has attained the age of 16 years but has not attained the age of 75 years and has not participated in a consultation within the period of three years prior to the date of their request, may request a consultation.

A patient who is 75 years or over and has not participated in a consultation within the period of 12 months prior to the date of their request, may request a consultation. This consultation may take place in the patient's home if, in the reasonable opinion of the doctor, it would be unsuitable for the patient to come to the surgery.

## **COURTESY**

The partnership will offer patients advice and information on:

- (1) Steps they can take to promote good health and avoid illness.
- (2) Self-help which can be undertaken without reference to a doctor in the case of minor ailments.

You are responsible for your own health and that of your children and should take appropriate action and advice. We will provide you with information about how to make suggestions or complaints about the care we offer. We want to improve services. We will therefore welcome any comments you have.

If we consider that you need a second opinion or treatment not available in the practice, we will try to inform you of the best way of achieving this.

Please do not ask for or arrange a specialist appointment without first discussing the matter fully with your own doctor. If you later decide you no longer need an appointment made for you, please inform both the hospital and the practice.

If you are totally dissatisfied with the practice or the services we provide, you have the right at any time to leave our list and to register with another practice. As doctors, we also have the right to have patients removed from our lists. Good general practice has been based on good doctor/patient relationships requiring trust and mutual respect. It is important that this should continue. We believe this is basic to good patient care.

## **NURSE PRACTITIONER**

The nurse practitioner is available for consultation in cases of minor illness such as minor infections of ears and eyes, coughs, colds, diarrhoea and vomiting, cystitis, chest pain, Zoladex injections, emergency contraception and new contraceptive advice.

## **PRACTICE NURSES AND HEALTH CARE ASSISTANTS**

They are available during surgery hours for advice, blood tests, dressings, immunisations and cervical smears. They can also offer help and advice with smoking cessation.

## **FAMILY PLANNING**

All the doctors provide family planning services. Appointments can be made with any doctor or the practice nurses.

## **CERVICAL SMEARS**

Appointments can be made with any of the practice nurses.

## **HEALTH PROMOTION CLINICS**

These include:

Well woman/well man checks (patients age 49 to 70 unless seeing a doctor regularly), diabetic clinic, asthma clinic, weight and diet monitoring, smoking cessation and hypertension screening which are offered by the practice nurse on a daily basis between 8.30am - 1.00pm and 2.00 - 5.00pm. Appointments can be made at reception or by telephone.

## **COMPLAINTS**

If you have any comments or complaints concerning the services provided please see the practice manager. Formal complaints should be made in writing to the practice manager.

## **SUGGESTIONS**

Whilst we try to offer the best service we can, improvements are always possible, so if you have any suggestions we would be more than delighted to hear them.

We do run a Patient Participation Group at Trinity Court Surgery and a virtual Patient Reference Group that covers both sites. If you would like to be involved with either group please ask at reception for more details.

## **PATIENT CONFIDENTIALITY AND DATA PROTECTION**

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

## **FREEDOM OF INFORMATION - PUBLICATION SCHEME**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

# TRINITY COURT SURGERY

Arden Street, Stratford-upon-Avon CV37 6HJ

Tel: 01789 292895

[www.trinitycourtsurgery.nhs.uk](http://www.trinitycourtsurgery.nhs.uk)

[reception@trinitycourtsurgery.nhs.uk](mailto:reception@trinitycourtsurgery.nhs.uk)

## STAFF

### **Practice Business Manager**

Dina Powell

### **Assistant Practice Manager**

Katie Fitchford

### **IT Support & Office Manager**

Deborah Rowe

### **Office Supervisors**

Lynne Simmonds                      Sallie Weatherhead

### ***Supported by reception, admin and secretarial team***

### **Paramedic**

Peter Collins

### **Pharmacist**

Hayley Berry

### ***Nursing Team***

### **Nurse Practitioner Manager**

Sister Jane Delaney                      SRN RN Nurse Practitioner CHD FP Diabetes Dips

Supported by practice nurses, nurse prescriber, pharmacist, healthcare assistants and phlebotomist. The Primary Care Trust also employs district nurses, health visitors and community midwives who work in conjunction with the surgery.

The health visitors may be contacted on 01789 405122.

The district nurses may be contacted through each surgery on 01789 292895 or 01926 600818; we may direct you to their central contact centre.

## CONSULTING TIMES - TRINITY COURT

For information on the differing consulting times of individual doctors please contact reception.

## OPENING TIMES - TRINITY COURT

### **Reception**

Monday - Friday

8.00am - 5.45pm

## APPOINTMENT TIMES - TRINITY COURT

### **Doctors**

*10-minute routine appointments are available:*

Monday to Friday

8.10am - 12 noon                      3.30 - 5.30pm

Our nurse practitioner, Jane Delaney has a Saturday clinic every week and evening surgeries are also provided by the doctors providing routine appointments for those unable to attend during normal working hours. Please ask at reception for details.

*5-minute emergency appointments with the duty doctor are also available each day but times may vary; please contact reception to be advised of clinics running that day.*

### **Nurses**

*15-minute routine appointments:*

Monday - Friday

8.30am - 12 noon                      2.00 - 5.30pm

The surgery is open all weekdays (except bank holidays) 8.00am - 5.45pm.

For urgent medical attention when the surgery is closed please telephone 01789 292895.

## REPEAT PRESCRIPTIONS

PLEASE ALLOW 48 HOURS' NOTICE IF POSSIBLE.

### ***By Telephone***

Please telephone 01789 292895.

### ***Personally***

Please leave the tear-off counterfoil in the box provided at reception. If there is any query you may be asked to see the doctor. Prescriptions may be collected during surgery hours.

### ***By Fax***

01789 414721

### ***By Internet***

[www.trinitycourtsurgery.nhs.uk](http://www.trinitycourtsurgery.nhs.uk)

## ACCESS TO SURGERY PREMISES

The surgery can be accessed via the road leading to Stratford Hospital. Patients must enter the building via the main entrance. Disabled parking is provided. The surgery is well equipped for disabled access throughout.

# CLAVERDON SURGERY

Station Road, Claverdon, Warwick CV35 8PH

Tel: 01789 292895

claverdon@trinitycourtsurgery.nhs.uk

## STAFF

### Business Practice Manager

Dina Powell

## DISPENSARY TEAM

### Dispenser

Lyn Causer

### Dispensary Assistants

Caron Canney

### Counter Assistant

Shirley Maddams

### Nursing Team

As at Trinity Court

## OPENING TIMES - CLAVERDON SURGERY

### Reception

Monday - Friday 8.00am - 5.45pm

### Dispensary

Monday - Friday 8.30am - 12 noon 2.30 - 5.45pm

## APPOINTMENT TIMES - CLAVERDON SURGERY

### Doctors

Monday 8.10am - 12 noon 3.30 - 5.45pm

Tuesday 8.10am - 12 noon

Wednesday 8.10am - 12 noon 3.30 - 5.45pm

Thursday 8.10am - 12 noon

Friday 8.10am - 12 noon 3.30 - 5.45pm

### Nurses

#### 15-minute routine appointments:

Monday - Friday 8.30am - 12 noon 2.00 - 5.30pm

Patients are invited to make use of appointments offered at both sites. Please ask at reception for details.

## REPEAT PRESCRIPTIONS

These can be obtained when authorised by your doctor. Please give at least 48 hours' notice telephone 01926 842205, fax 01926 843445, or visit the website: [www.trinitycourtsurgery.nhs.uk](http://www.trinitycourtsurgery.nhs.uk)

## ACCESS TO SURGERY PREMISES

There is a large car park at the front of the surgery. The surgery is well equipped for wheelchairs and disabled patients access.

## USEFUL TELEPHONE NUMBERS

NHS 111 ..... 111  
..... [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### Hospitals

Warwick ..... 01926 495321  
Stratford ..... 01789 205831  
Alexandra ..... 01527 503030  
St Michael's ..... 01926 406789  
Coventry and Warwickshire ..... 024 7622 4055  
Warwickshire Nuffield ..... 01926 427971  
Royal Leamington Rehab ..... 01926 317700  
Walsgrave ..... 024 7660 2020  
Myton Hospice ..... 01926 492518  
Spire Parkway Solihull ..... 0121 424 2000  
BMI The Priory ..... 0121 440 2323  
Solihull ..... 0121 424 2000  
Birmingham Children's ..... 0121 333 9999  
Birmingham General ..... 0121 236 8611  
Queen Elizabeth ..... 0121 472 1311  
Birmingham Heartlands ..... 0121 424 2000  
Woodbourne Priory Clinic ..... 0121 434 4343

### Health Authority

NHS England - South Warwickshire ..... 01926 493491  
Part of the Arden Group ..... Fax 01926 495074

### Social Services

Warwick ..... 01926 410410  
Stratford ..... 01789 269391

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# The Practice Area

