

Opening Hours

	AM	PM
Monday	8.30 - 12.30	3.00 - 4.00
Tuesday	8.30 - 12.30	4.45 - 6.00
Wednesday	8.30 - 12.30	* Closed *
Thursday	8.30 - 12.30	4.45 - 6.00
Friday	8.30 - 12.30	* Closed *

* Ring surgery if you need to be connected to the duty doctor *

Appointments

The practice operates an appointments system for all consultations. We endeavour to offer appointments with the doctor or nurse of your choice. However, this is not always possible, for example in the case of an emergency. In such cases an alternative will be offered. There is good availability of appointments.

IF YOU CANNOT KEEP YOUR APPOINTMENT PLEASE LET US KNOW

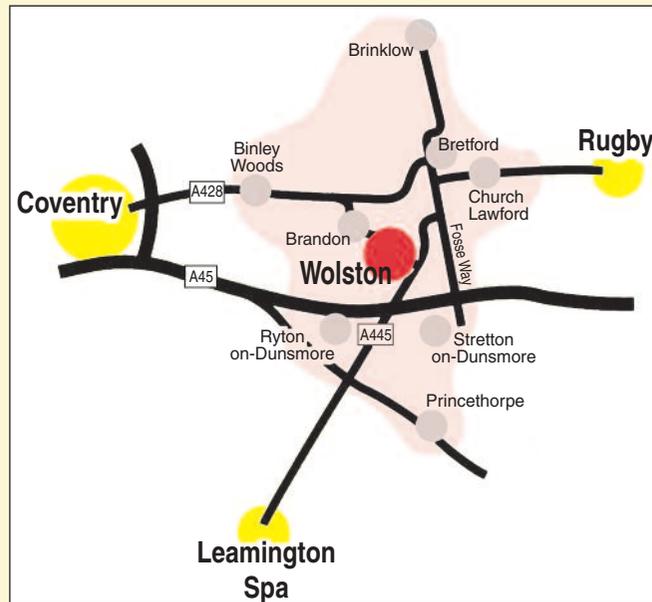
How to Register

Registration forms are available from reception or by visiting www.wolstonsurgery.co.uk. Please confirm eligibility with reception staff before completing the forms as we are unable to accept applications made by applicants who do not live within our practice area. We never refuse an application on the basis of the applicant's race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Repeat Prescriptions

Please give at least 48 hours notice. Repeats requested on Friday will be ready on Tuesday after 11.00am. You can order your prescription over the telephone or online by registering at www.patient.co.uk.

Practice Area



The surgery is all on one level and doors allow plenty of room for wheelchairs and prams. The surgery has a hearing loop.

Car Parking

Car parking is available at the rear of the surgery.

The Practice provides:

- Fully comprehensive medical services
- Maternity medical services
- Child health surveillance
- Contraceptive advice and treatment
- Minor surgery services
- Travel vaccinations

Wolston Surgery

School Street
Wolston
Coventry
CV8 3HG
www.wolstonsurgery.co.uk

Tel: 024 7654 2192
Fax: 024 7654 4075



Dr Wayne A. Ducharme

1983

MB ChB Leicester MRCGP DRCOG

Dr Anna L. Ducharme

1982

MB BS London MRCGP DRCOG

Dr Kate L. Atkins

2007

MB ChB Warwick MRCGP BSc Hons DRCOG

Primary Healthcare Team

General Practitioners

Dr W A Ducharme

Dr A L Ducharme

Dr K L Atkins

GP Registrars

The surgery undertakes the training of doctors wishing to become General Practitioners. These are fully qualified doctors who have undergone several years of hospital training.

Practice Nurse: Mrs Vicki Greenway

Health Care Assistant: Kinga Solyomne Szekely

The practice nurse and healthcare assistant can be seen by appointment for the following services:

- Health checks, including blood pressure, cervical smears, breast examination
- Ear syringing
- Immunisations for children and travel
- Dressings and removal of stitches
- Taking blood and other samples to be sent to the hospital laboratory for analysis
- Chronic disease management, i.e. diabetes and asthma
- Smoking cessation advice

Practice Manager: Mrs Rachel Sheasby

The Practice Manager is available to deal with any day to day queries or problems you may have.

Reception/Dispensary Staff

District Nurses

District nurses visit people confined to their homes. They can be contacted on 01926 600858.

Health Visitor

The Health Visitor is responsible for monitoring the growth and development of children. All new babies should receive a visit from her.

Community Midwife

The midwife runs an Antenatal Clinic every Wednesday between

9.00am and 12.30pm at the surgery and shares ante natal care with the doctors. She can offer help and advice during pregnancy and after the baby's arrival.

Laboratory Investigations

Blood tests and other laboratory samples are taken at the surgery daily before 11.00am.

The receptionists will be happy to give you the results of blood tests, smears, x-rays, etc, after the doctor approves the results.

We do not automatically contact patients with results. Please discuss them at your follow-up appointment or call to confirm anything that is outstanding. Please do not ring for results on behalf of a friend or relative as results can only be given to the patient directly.

Home Visits

Should be requested before 10.30am if possible.

Out-of-Hours Services

If you need to see a doctor, or require medical advice, outside normal surgery hours please ring the usual surgery number (024 7654 2192). Your call will be answered by the Out-of-Hours Duty Doctor. Alternatively, advice is available 24 hours a day from the NHS 111 service.

Dispensary

Patients who live over a mile away from a chemist are able, if they wish, to obtain their medication from the surgery. Alternatively, you may choose to have your prescription dispensed at any Community Pharmacy of your choice. If you are aged between 16 and 60 years and are exempt from NHS prescription charges, proof of exemption will need to be seen and the expiry date noted in your records.

Online Services

Wolston Surgery now offers online services for patients. Any patients aged 16 and over are able to register for this service by visiting www.patient.co.uk, where you will be able to book appointments, order repeat prescriptions, send messages and view a brief summary of your medical records. You will need to provide the surgery with identification documents in order to enable full accessibility.

Medical Certificates

Please self-certificate for the first seven days. Sick notes may be issued after this period where appropriate.

Use of Personal Health Information

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date information. It may also be needed if we see you again. There are times when we have to pass on information about you to other people, such as hospitals, Social Services or the Health Authority. This is always done confidentially or by removing your identifying details when they are not essential. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

Confidentiality

Clinical information about patients is held on computer. All our patients have rights under the Data Protection Act.

Freedom of Information Act 2000

This obliges the practice to produce a Publication scheme. This is a guide to the "classes" of information the practice intends to make routinely available. This scheme is available from reception.

Suggestions or Complaints

We welcome any suggestions that you may have regarding the improvement of our services. Please direct these to our practice manager. We have a formal complaints procedure in line with best practice guidelines. In the event of you needing to make a complaint please consult the practice manager, who will guide you through this process.

Patient Reference Group

We offer a Patient Reference Group that is open to all registered patients over the age of 16.

Abusive Behaviour

Abusive behaviour towards any member of staff is neither necessary nor tolerated.