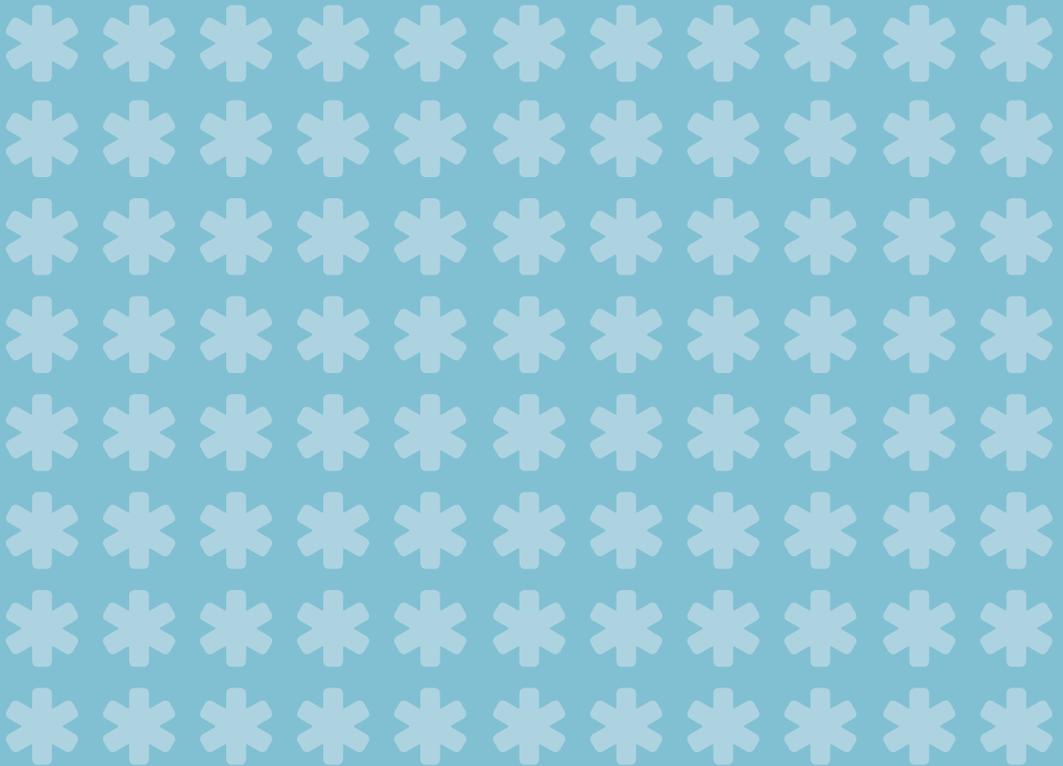


Information guide

Meridian Practice



Welcome to Meridian Practice

Our practice provides asylum seekers and refugees with access to high quality healthcare within Coventry.

Our services

Every patient registered at the practice has a detailed nurse assessment which includes blood tests.

Clinics and services that are available in the practice are:

- Adult catch-up immunisation
- Antenatal clinic (midwife)
- Cervical screening for women
- Child health monitoring
- Child immunisations
- Contraceptive advice
- Lifestyle advice (diet and exercise)
- Men's health problems
- NHS health check for over 40s
- Smoking cessation advice

We also provide treatment for:

- Anxiety, depression and other mental health problems
- Advice and assistance for well-being, malnutrition and infectious diseases
- Minor injuries such as cuts and wounds
- Back and joint pain
- Severe sore throats, coughs and flu
- Skin problems
- Stomach pain, vomiting, diarrhoea and constipation

Additional support can be given in the form of advice and assistance for issues such as mental health and well-being, malnutrition, infectious diseases, stress related problems and dermatology conditions.

Our opening times

Our practice is open from 8am to 6:30pm Monday to Friday.

Our team

Our team is managed by a general manager and we offer a range of GPs, nurses and healthcare staff to provide you with a high quality service.

We fully meet the Disability Act and have wheelchair access throughout.

Registering with us

We are open to new patients (asylum seekers and refugees). We will ask you to provide relevant UK BA documentation, or other documents which confirm your identity, address and entitlement to NHS services. This usually takes the form of a letter from the Home Office station, personal details and a photographic identification card.

Please bring your medical card if you have one. If you have lost your card, our reception staff will help you complete the paperwork to replace it.

You will also need to complete a patient registration form which is available on our website or from reception.

Once granted leave to remain in the UK, you may wish to move to another GP practice especially if you are moving to another part of Coventry. If you move out of Coventry, you will need to change your GP to one that is closer to your new home.

Booking an appointment

Once you are registered with us you can see a clinician by appointment. Appointments should be pre-booked and can be made by either visiting or telephoning us during opening hours on the number in the 'Get in touch' section.

You should be able to see a GP within 48 hours, a healthcare professional within 24 hours, your choice of GP within seven days and a pre-booked appointment up to four weeks in advance.

Bringing someone with you

You are welcome to bring someone with you to your appointment. Sometimes our staff may also request to have someone present for an appointment. If you or the member of staff is uncomfortable with the person, we'll reschedule to a later date when the correct person is available.

Prescriptions

Although we don't have a pharmacy on-site, our reception staff will be happy to direct you to the most convenient pharmacy for you.

Repeat prescriptions

If you take medication on a long-term basis, you can order your repeat medication by completing a repeat prescription form which is available on our website or from reception. Alternatively, please use the form attached to your previous prescription.

You can return the form to us in person, by post or by fax. However, we do not accept telephone requests for repeat medication. Requests take between two and three days to process.

We will conduct a review of your medication at regular intervals. This may require you to attend an appointment with a doctor before a repeat prescription can be issued.

If you require medication that is not on your repeat medication list then this should be discussed with a GP first. The easiest way to do this is by arranging a telephone consultation.

Repeat dispensing

If you or someone you care for uses the same medication regularly, you may be able to benefit from repeat dispensing from one of the local pharmacists. This means you will not have to visit the practice every time you need more medicine.

Our GPs and practice nurse will be happy to provide more information and tell you if the medication you take is suitable for the repeat dispensing scheme.

Test results

When your test results are returned, they will be discussed with you. If we are unable to do so immediately, and there is a need for further explanation of the results, another appointment can be arranged.

Our receptionists are not medically trained and can only pass on what the clinician has told them.

Out of hours care

If you need urgent medical care when the practice is closed, you can visit the **City of Coventry NHS Walk-in and Healthcare Centre** from 8am to 10pm, Monday to Sunday. The centre is located on Stoney Stanton Road in Coventry city centre and the telephone number is **0300 200 0060**.

You can also call **NHS 111** 24 hours a day for out of hours services and advice. It's free from a landline and a mobile.

- Symptoms will be assessed over the telephone.
- You will be given appropriate advice and treatment.
- If you need to see a doctor you will be given an appointment at a local clinic.
- Home visits may be offered.

Specialist and hospital care

If a GP or another member of our healthcare team believes hospital treatment or specialist care is needed elsewhere, they will ask you where and when you would like to go. Appointments can be booked electronically while you wait or in person after the appointment.

If more time is required to think before deciding where and when to have treatment, you can call the practice at a later date to book an appointment.

Accident and Emergency / 999

If anyone experiences severe chest pain, loss of blood or suspected broken bones, go to the nearest **Accident and Emergency** department or call **999**. Accident and Emergency departments are open 24 hours a day, 365 days a year.

Other local NHS services

- Call **NHS 111** on **111** – for free expert NHS health advice and information 24 hours a day.
- Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Please call or visit your local pharmacy for more information.

Coventry and Rugby Clinical Commissioning Group is responsible for ensuring you get all the services you need.
For details call: **024 7655 3344**.

Your records

We record all the information about you confidentially on our clinical system.

Keeping healthcare records are important as they help to:

- Record important clinical information
- Help health professionals to care for you
- Improve public health and the services provided to you

We will only share information about you with your consent unless required by law or the data is anonymised.

If you would like to know more about how we look after and use data, or if you would like to know how to access your data, please visit www.virgincare.co.uk or write to our information governance team at:

Virgin Care Limited
6600 Daresbury Business Park
Daresbury WA4 4GE

People with special needs and additional information guides

We provide all our leaflets in other languages and formats. Please let us know if you would like a different format or language.

NHS 111 provides a confidential interpreter service in many other languages if required. For deaf people and those hard of hearing, a text phone service is available on **111**.

Our commitment to you

Virgin Care takes your dignity and privacy very seriously and we will at all times respect your confidentiality.

Please treat our staff with respect so we can provide you with the very best care we can. Ask a member of staff for a copy of *Your rights and responsibilities*.

What if I have a concern?

We are committed to providing you with the best service possible. We are always looking for ways to improve the service and would like to hear your comments, compliments or complaints. You can fill out one of our feedback forms or tell a member of the team.

Alternatively, if you would like to make an official complaint, please ask a member of staff, or visit our website for a copy of our *What if I have a concern* leaflet.

Our patient group

Our patient group is used as an opportunity to review and improve our services. We meet regularly to discuss your views about the practice and how we can make improvements. If you'd like to get involved, please contact the practice on **024 7696 1594**.

How to find us

By car

Travel into Coventry towards the city centre and onto the ring road (A4053). At the Foleshill roundabout, take the Tower Street exit into the city centre. Follow Tower Street until it intersects Bishop Street.

Car parking is available in a public car park opposite the practice.

By bus

Bus numbers 4, 13, 13c, 21, 21c, 36 and 36c will stop outside City College. From there it is a five minute walk. All other bus routes will terminate in Pool Meadow Bus Station, Trinity Street or Hales Street which are also approximately a five minute walk from the practice.

By train

The number 27 bus from the station goes to Pool Meadow Bus Station which is a five minute walk to the practice.



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Coventry and Warwickshire Hospital

Meridian Practice

Swanswell Park

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Coventry Transport Museum

Meridian Practice

Opening hours:

Monday	8am to 6.30pm
Tuesday	8am to 6.30pm
Wednesday	8am to 6.30pm
Thursday	8am to 6.30pm
Friday	8am to 6.30pm

Address:

Meridian Practice
City of Coventry Health Centre
Stoney Stanton Road
Coventry CV1 4FS

t: 024 7696 1594

w: www.meridianpractice.nhs.uk

Get in touch

Virgin Care is proud to provide *Meridian Practice*.

Meridian Practice
City of Coventry Health Centre
Stoney Stanton Road
Coventry CV1 4FS

t: 024 7696 1594

