

Service information guide

Meridian Practice



Welcome to Meridian Practice

On behalf of the local NHS, we provide access to GPs and nurses for people living in Coventry.

About us

The services we offer

As your local GP practice, Meridian Practice offers a range of health services for patients registered at the surgery including:

- Chronic diseases management
- Access to other partners in community and secondary care
- In-house counselling
- Introducing double appointments (when needed)
- Giving fast access to a named GP (same day or next day appointment)
- Service provides medical report, letters for Home office, council, and solicitors
- Raise awareness of asylum seekers of the NHS and fear barriers to accessing treatment
- Catchup immunisation programme to all new entry in UK
- BBV screening to all new entrants in UK

Apart from above Meridian Practice offers a wide range of other services.

Patient registration area

We offer GP services to a defined area and you must live inside this area to register with us.

If you are unsure if you live within the registration area please contact the practice to confirm.

Registering with us

To register at the practice, you will need to live within the registration area and be entitled to receiving NHS care. Please visit the practice and fill out our registration forms, which you can also download from NHS Choices or our website. You will need to bring in proof of address and, where possible, your NHS number.

You may be asked to attend a new patient check-up, but the team will tell you about this when you visit.

Your rights and responsibilities

We take your dignity and privacy very seriously and we will at all times respect your confidentiality. In order for us to provide you the best quality of care and ensure your safety, every member of our team has to provide evidence of their professional registration (if appropriate), training and criminal record status before they can work with you.

Please treat our colleagues and everyone who is at the practice with respect so we can provide you with the very best care we can. If you are violent or abusive to our staff we will take the appropriate action which may include removing you from the patient list.

You have a responsibility to attend appointments you have made with us.

We have detailed information about your rights and responsibilities in a dedicated leaflet, which is available in the practice and on our website.

Visiting the surgery – making an appointment

You can make an appointment with us in person, by telephone or through online services. We offer appointments at a range of times, with a range of practitioners, every day – and from time to time we will also run additional appointment-only clinics.

We offer three types of appointment: urgent, same day and advance. Advance appointments are available to book a minimum of four weeks in advance while we offer same-day appointments and further urgent appointments each day.

Our contract with the NHS defines the minimum number of appointments we must provide each week and we will usually aim to exceed this number when we can. Ask at reception if you are interested in how many appointments we are offering each week.

Choosing the clinician you see

We offer a range of appointments with Doctors, Advanced Nurse Practitioners, Nurses, Paramedics, Pharmacists as well as other trained Allied Health professionals, such as First Contact Physiotherapists and Social prescribers. Please ask our reception team or see our website for more information on the new roles we have within Primary Care.

Our trained reception teams will ask you some questions regarding the type of appointment you need and will arrange an appointment for you with the most appropriate clinical professional, however If you want to see a particular clinician, you will be offered the next available advance booking appointment available for them, please bear in mind that there may be appointments with other clinicians available sooner.

About Advanced Nurse Practitioners (ANPs)

ANPs are highly qualified independent clinicians who can diagnose, prescribe and treat you for a range of medical conditions.

Your assigned clinician

The NHS requires us to assign you an Accountable GP within 21 days of when you register with us. We will assign you to a specific member of our team and tell you who this is. You do not have to see this doctor when you visit, but you may request to (see above).

The accountable GP is responsible for:

- Working with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets your needs
- Ensuring that you have access to a health check if this is appropriate

Cancelling and changing appointments

If you can no longer attend an appointment, please contact us and tell us as soon as you can so that we can use the time to see another patient.

Missed appointments reduce the availability of appointments for other patients and cost the NHS money. If you repeatedly miss appointments or fail to cancel within two hours of your appointment time, you may be removed from our practice list.

If you arrive more than 10 minutes late for an appointment, you may be asked to book a new appointment.

The practice team

The list of our practice team is published on our website **www.meridianpractice.nhs.uk** and copies of the practice staff list are available from reception on request.

Private services fees

Some of the services we offer when you request them, such as some travel vaccinations, citizenship forms and private health insurance documents, are not covered by the NHS and you may be asked to pay a fee. Please talk to us about what this fee might be at reception.

Access for people with additional needs

Meridian Practice is fully accessible and compliant with the relevant accessibility law and has wheelchair access throughout as well as disabled parking spaces. All patient information guides are available in Braille, on disk and in large print on request.

If you require assistance when visiting the practice, please let us know in advance or upon arrival. You may do so by telephoning us on: **02475 263 599**

About your care – repeat prescription

If you have medication which you need to take regularly, this may be made available via a repeat prescription which means you don't need an appointment with the doctor every time you request a new prescription.

For safety reasons, your GP will need to review your use of the medicine at least every 12 months – and in the case of some drugs, more regularly. Your prescription displays the date your medication review is next needed.

Making a prescription request

If you have medication available 'on repeat', you can make a request in person at the surgery, via our online services or by post. You can also make a request at most pharmacies, who will make contact with us on your behalf.

We aim to process all repeat prescription requests in three working days from receipt (that means a request received on Monday will be ready to collect from when we open on Thursday), so please request your prescription before you run out of medication.

If you include a stamped, addressed envelope with your request we can post your prescription to you.

Test results

Test results can be obtained in person at the surgery or by telephone each day. The exact time each test takes to come back will vary, but urine, swab and blood tests are usually back within seven days while cervical smears can take up to 28 days.

We will only give your test results to you or, if you are a minor, your parent or guardian.

Home visits

We offer home visits to patients who are housebound permanently or temporarily because of an illness. A decision on whether a home visit is appropriate will be made by the duty doctor following a telephone consultation, based on their clinical judgement.

If you are unable to attend the surgery for an appointment and would like to request a home visit you should aim to call the surgery before 11am.

Other support – out of hours GP access

This practice does not provide out of hours GP services itself, but the commissioner has made arrangements provide the service for patients at the practice.

You may also visit a pharmacist who can provide you with advice and support for more minor conditions when the surgery is closed – you don't need an appointment to visit them.

If you need medical attention outside of the opening hours of the practice, you should contact NHS 111 by dialling '111' from any phone. If it is an emergency, always dial 999.

Contacting our commissioner

This service is commissioned by Coventry and Warwickshire ICB who can be contacted on **02476 324 399**

NHS Coventry and Warwickshire Clinical Commissioning Group
HQ Westgate House, Warwick
C/O Parkside House
Quinton Road
Coventry
CV1 2NJ

About you – your records

We record all the information about you confidentially on our clinical system. Keeping healthcare records are important as they help us to:

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

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

If you would like to know more about how we look after your data, please visit **www.hcrgcaregroup.com** or write to our Data Protection Officer:

HCRG Care Group
The Heath Business and Technical Park
Runcorn
Cheshire
WA7 4QX

You have a right to access the information we hold about you. You can write to the above address to request copies, write to us directly at the practice or speak to reception about your request.

Would you recommend us?

Tell us what was good or what we could have improved about your visit to the practice by taking part in the NHS Friends and Family Test. We take on board your comments and suggestions and make changes to the service every single month based on feedback from people like you.

You can feed back in the practice, by text message or online at our website. You can also, of course, speak with the team who will be happy to note down your feedback.

What if I have a concern?

We are committed to providing high quality services, and always looking for ways we can improve but from time to time things won't go to plan – and when they don't, we'll do our best to put it right as soon as we can.

The team in the service should be able to sort out most issues quickly and simply (and at most within 3 working days) so please speak to them first.

If you're still not happy, you can speak to the team again or write to us to ask that your complaint is formally investigated and that we respond to you. This can take up to 30 working days.

You can also write to the team:

HCRG Care Group

The Heath Business and Technical Park

Runcorn

Cheshire

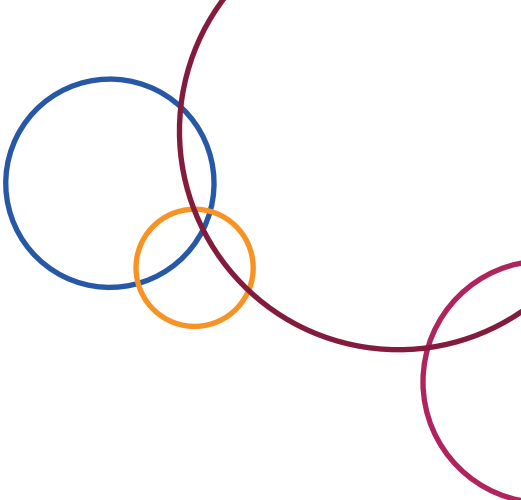
WA7 4QX

Non-English speakers

We will provide all of our leaflets in other languages and formats on request. Please let us know in the practice if you would like a copy of this, or any other, leaflet in another language or format. We also publish information about the practice on our website and use Browse Aloud technology to make it available in other formats and languages.

Opening hours

Monday	8:00am to 6:30pm
Tuesday	8:00am to 6:30pm
Wednesday	8:00am to 6:30pm
Thursday	8:00am to 6:30pm
Friday	8:00am to 6:30pm
Saturday	Closed
Sunday	Closed



Get in touch

Meridian Practice

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

t: 02475 263 599

HCRG Care Services Limited (co number 07557877, registered office: The Heath Business and Technical Park, Runcorn, Cheshire, WA7 4QX) is proud to have been chosen to provide this service by the local NHS. HCRG Care Services Limited is part of HCRG Care Group; the company's shareholder is HCRG Care Limited (co number 05466033) and our company directors are David Deitz (Chief Finance Officer) and T20 Pioneer Holdings Limited (co number 13758893).

Full details of our Board and Executive Team may be found online at www.hcr'gcaregroup.com