

Bedworth Health Centre GP surgery – Practice Leaflet

Address: The Health Centre, High St., Bedworth, WARKS. CV12 8NQ

Phone number: 02476 315432

Website: www.bedworthhealthcentregps.co.uk

Partnership status: Partnership (not limited) of Drs. Amer Zurub, Jacob Cain, Liam Massey, Inderjit Karir, Austin Pritchard, John Storrow, Matthew Rock

Details of each person performing services:

- Dr. Amer Zurub / **MBChB MRCGP DCH**
- Dr. Austin Pritchard / **BSc (Hons) MBChB MRCGP**
- Dr. Inderjit Karir / **MBChB FRCGP DFFP**
- Dr. Jacob Cain / **BSc (Hons) MBChB MRCGP**
- Dr. John Storrow / **MBChB (Hons) MRCGP**
- Dr. Liam Massey / **MBChB MRCGP**
- Dr. Matthew Rock / **MBChB MRCGP PhD**
- Dr. Adedolapo Adefuye / **MBBS MRCGP**
- Dr. Aenaone Wearn / **MBBS MRCGP DRCOG**
- Dr. Jessica Sanyal / **BSc (Hons) MBChB (Hons) MRCGP**
- Dr. Katie Hebbes / **BSc MBChB MRCGP**
- Dr. Lynda Loi / **MBBS MRCGP (UK)**
- Dr. Rebecca Marston / **MBChB**
- Dr. Zoe Hughes / **MBBS MRCGP DRCOG DFSRH Certificate of Menopause Care**
- Trainee Advanced Clinical Practitioner Laura Nightingale / **BSc (Hons) Graduate Certificate x2 Nurse Independent / Supplementary Prescriber**
- Practice Paramedic David Jenkins / **BSc Nursing and Paramedic Science Graduate Certificate x2 Independent / Supplementary Prescriber**
- Independent / Supplementary Prescriber Nurse Justine Goodwin / **DipHE Nursing BSc (Hons) Independent Nurse Prescriber**
- Independent / Supplementary Prescriber Nurse Samantha

**Shaw / Dip(HE) Nursing Bsc (Hons) Professional Practice
PG Cert Non-Medical Prescribing**

- Nurse Evie-Rose Turner / **BSc (Hons) Adult Nursing**
- Nurse Amanda Sutton / **Registered Nurse**
- Assistant Practitioner Helen Poultney / **Assistant Practitioner Qualification**
- Assistant Practitioner Harriett Evans / **Assistant Practitioner Qualification**
- Healthcare Assistant Danielle Formaston / **Care Certificate**

We are also a member of Nuneaton & Bedworth Primary Care Network (N&B PCN). A number of PCN staff conduct clinical work for us but are not employed by us. Details of these members of staff can be found on the Meet the Team page of the PCN's website (nuneatonandbedworthpcn.co.uk).

Accountable GP: On registering, you are allocated a 'usual GP' (also known as an 'accountable GP'); if you wish to, you can choose a usual GP, please let a member of staff know. Having a usual GP does not prevent you from consulting with any other GP of the surgery – when making an appointment please choose or request to see your preferred GP (or other Healthcare Professional).

Opening times: Monday to Friday, 8.00am to 6.30pm; appointments & medication on repeat prescription can be managed 24/7 using GP Online Services or via our phone system's automated services. You can also contact us via the 'Book an Appointment or Contact us' button on the homepage of our website.

Who to contact outside of opening times:

- Between 6.30pm & 8.00am on weekdays, all day at weekends, and on Bank holidays, dial **111**.
- On GP study afternoons (normally one Wednesday every month (exc. August & December) when the surgery closes at 12.30pm), before 6.30pm call **0300 130 3040**.
- We recommend these numbers are only used for problems that have occurred during our 'closed' times that genuinely require clinical intervention before we open.
- **In all cases of an emergency, dial 999.**

Out-of-hours service (111 & '3040' number above) commissioned by:

- NHS Coventry & WARKS. Integrated Care Board (ICB), Shire Hall, Warwick, WARKS. CV34 4RL

- 02476 553344

- cwicb.contactus@nhs.net

Does the surgery undertake the teaching or training of healthcare professionals, or persons intending to become healthcare professionals? Yes

Practice area: The boundary area of the surgery can be found on the 'Join the surgery' page of our website.

Disabled access arrangements:

- Disabled persons parking space on the Health Centre carpark, before the parking barrier, on the right-hand side.
- Surgery located on the ground floor of the Health Centre; rooms are designed to allow wheelchair access and Reception desks & self-check-in touch-screens are wheelchair height.
- The Health Centre has been modified to comply with disability requirements – the public disabled toilets are accessible by wheelchair.
- A portable induction loop system is in place for hearing impaired patients.
- If we are aware, we will add an alert to your records if you are sight or hearing impaired, so we can collect you from the waiting room for appointments.
- A wheelchair is available for use whilst attending surgery, on request.

How to register: Visit the 'Join the surgery' page on our website and follow the instructions, or speak to a Receptionist.

Home visits: For patients who are housebound (either temporarily or permanently) – please ensure you advise us if you are housebound so that we can understand your circumstances and update your records. To request a visit, call the surgery or ask a representative of yours to speak to a Receptionist.

Medication on repeat prescription: You can order this by using either GP Online Services, the 'Book an Appointment or Contact us' button on

the homepage of our website, by calling our phone system's automated service (02476 315432, opt. 2), or by hand delivering your request to the surgery. In very specific circumstances, a pharmacy may be able to order on your behalf – please speak to a Receptionist for more information.

How to provide feedback: You can make suggestions or provide feedback via the 'Complaints and feedback' page, or the 'Book an Appointment or Contact us' button on the homepage, both on our website. You can also submit this in handwritten format – our Comments and Complaints Leaflet, available either via the 'Complaints Procedure' page on our website, or from a Receptionist, provides a template for you to provide your suggestions or feedback, but you don't have to use this. You can also submit this via e-mail to cwibc.complaintsbhc1@nhs.net. Finally, you can submit this verbally (either over the phone or in-person). We suggest you submit your suggestions or feedback in writing to ensure nothing you would like us to address, is missed.

Rights & responsibilities:

- Courtesy & respect between staff and patients (and between patients).
- We will try to keep appointments to time; we ask patients to adhere to 'one appointment, one problem' or to request a double appointment.
- Patients to recognise that some appointments take longer than the allocated 10 minutes and therefore to be a *patient patient*.
- Patients to recognise that urgent / emergency / unexpected situations may have to be prioritised – a healthcare professional will judge the urgency of problems.
- Patients to check-in on time for their appointments.
- Patients to cancel their appointment in good time if they no longer need it or cannot attend it.
- If patients would not expect us to be informed about changes to their medical history & personal details, to keep us up to date.
- Patients to follow advice given by a member of staff.
- Patients have the right to change surgery at any time – they do not need to inform us, explain why, or serve a notice period.
- We have the right to remove a patient as registered, but the patient has the right to be given the reason.

Patients behaving violently or abusively (this includes to staff, and any other person present at the Health Centre, or anywhere else where we are delivering a service): The surgery will remove these patients as registered immediately and if necessary, contact law enforcement.

Access to patient information: Staff employed by, or working for us, have access to patient identifiable information. Information is on a strict 'need to know' basis – staff must have a justifiable reason for accessing patient information and are contractually bound to keep information confidential; all access to patient records is auditable. Patients have a right to see the information we hold about them – please speak to a Receptionist if you would like access to your information.

Types of consultation available: We offer traditional in-person appointments (both at the surgery and other locations, and at home (for housebound patients only)), along with phone appointments and video appointments.

Services delivered: Cryotherapy; Contraceptive procedures (Coils (Fit, Check, Change, Removal), Implant (Fit, Removal), contraceptive pill reviews, Depo contraceptive injection); Joint injections; Aspiration; Excisions; Mother & baby six to eight week checks; Pessary ring procedures (Fit, Change); 24 hour blood pressure monitoring; 72 hour ambulatory ECG; B12 injections; Blood pressure checks; Medication reviews; Long-term condition reviews (Diabetes, Learning Disability, Mental Health, Pre-Diabetes, Dementia, Cancer Care, COPD, Asthma, Rheumatoid Arthritis, Hyper & Hypo tension & thyroidism, Chronic Heart Disease, Chronic Kidney Disease, Atrial Fibrillation, Stroke (also known as TIA), Heart Failure); Ear syringe; ECG; Weight management & exercise referrals; Vaccinations (Flu, Pneumococcal, Shingles, RSV, Whooping Cough, Routine Child Immunisations, Travel, Hep A Booster, Tetanus Booster, COVID-19); Review of Inhaler technique; Dressings; NHS health checks; Stitch removal; Urinalysis; Leg ulcer dressing; Stocking measurement; Dopplers; Smears; FeNO test; Travel advice; Skin tag tie; Swabs.

Last updated: 05.12.25