

**Drs Adebayo, Stangroom &  
Walker  
WATERLOO HOUSE SURGERY  
Millom Community Hospital  
Lapstone Road  
Millom Cumbria LA18 4BY  
Telephone 01229 402800**



## **A GUIDE TO OUR SERVICES**

**Telephone: 01229 402800**

**Opening hours: Monday – Friday 08:00am until 6:30pm**

**Evenings and weekends 01229 402800**

**\*\*\*RING NHS 111 OUT OF HOURS\*\*\***

This practice is within the Cumbria Primary Care Trust area.

## WELCOME

Waterloo House Surgery serves the whole of Millom and Haverigg as well as its surrounding villages. Our team includes five GPs, a nurse practitioner, four practice nurses, two health care assistants as well as our practice manager, reception and secretarial staff.

We offer a full general practice service and run specialist clinics including: Asthma and COPD, INR monitoring, chronic disease management, diabetes, counselling, drug and alcohol counselling, diet advice, antenatal and postnatal, cervical smears, travel vaccinations and advice, childhood vaccinations and immunisations, minor surgery, family planning, contraception and sexual health services.

The team at Waterloo House will treat you promptly, courteously and in complete confidence. If, at any time, you need help or would like us to explain our services, or if you have any concerns about any aspect of our service please let us know.

Waterloo House Surgery is a training practice for student doctors. As a training practice, your medical records may be used for educational purposes and the student doctors may be present during your consultation, we will always request permission from you first when a student doctor is going to be present during your consultation.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

Mrs Alison Redshaw  
PRACTICE MANAGER

## THE PRACTICE TEAM

### The Partners

**Dr Fola A.K. Adebayo** (female)  
MB BS MRCGP (1989 Ibadan)

**Dr Craig Stangroom** (male)  
BM BS MRCGP DRCOG (1989 Nottingham)

**Dr Richard C M Walker** (male)  
MB ChB MRCGP DRCOG (1990 Birmingham)

We also have two GPs who work part-time with us – Dr Hunter, and Dr Bartrum.

### Practice Nursing Team

We have four highly qualified practice nurses: **Karen Moore, Tracy Leece, Tracey Taylor-Fulford and Nicola Southward** who deal with a range of conditions and health concerns.

The nursing team are experts in many areas of disease management including diabetes, asthma, women's health, advice for travellers and sexual health.

Our nurse practitioner **Dawn Roberts BSc** works alongside the doctors in the practice to provide a medical service including holding surgeries and is able to prescribe medicines.

Health care workers, **Janice Hillier and Mandy Holmes**, work under the supervision of the nursing team and have been specifically trained to take bloods, check blood pressure, take ECG tracings, syringe ears and dress wounds as well as assisting the nurses with other duties.

### Practice Manager

The running of the practice is organised by our Practice Manager **Alison Redshaw PGcertPD, Chartered MCIPD**. If you wish to see her please ask at reception.

## Receptionists

Our reception is open all day from 08:00am and the receptionists will personally take your telephone calls until 6:30pm.

Receptionists, **Sharon Farren, Victoria Foster, Tracy Higginson, Morgan Procter (apprentice), Elaine Sharp, Yvonne Whitford** are here to help you and are supervised by our reception supervisor, **Sandra Brown**.

## Administrative Staff

**Denise Davison (care co-ordinator), Elaine Chapman (supervising secretary) and Helen Hambly (medicines manager), Claire Jackson (secretary), Sharon Swallow (secretary) and Emily Leece (apprentice)** will be able to help you with any enquiries you may have regarding your hospital referral.

## SURGERY TIMES

We are open:

Monday to Friday from 08:00am to 6:30pm

Surgeries are held throughout the day from 08:30-6:00pm – we have extended opening hours two days a week from 07:00am.

The treatment room is open throughout the day from 09:00am until 6:00pm – appointments can be booked through the reception team.

## Appointments

- Please call **01229 402800** or call at the surgery. We work by appointment for non-urgent cases.
- We have a walk-in clinic each day from 09:30-11:30am for urgent cases (emergencies, babies, elderly patients will be dealt with as a priority)
- Should the doctor of your choice be unavailable you will always be offered an alternative doctor or an appointment with our nurse practitioner who is also qualified to prescribe medicines.
- If you cannot keep your appointment please let us know
- Let us know if you require a downstairs consulting room by telling the reception team who can organise this for you
- Let us know if more than one person in the family needs to be seen so enough time can be allocated
- Tell us if you want someone to accompany you during an examination as a chaperone – speak with the receptionist
- Flu clinic appointments are available during flu season (some clinics are Saturday mornings – ring reception to check availability)

## Telephone Consultations

Our doctors and nurses are able to talk to you on the telephone. If the doctor or nurse is not immediately available then we will arrange for them to telephone you back at the end of their surgery.

## Home Visits

Patients whose illness prevents them from attending the surgery can be visited at home. Requests for visits should be made before 11:00am. Please remember that home visits are time consuming and that a doctor can usually see at least three surgery patients in the same time taken to visit.

## Evenings and Weekends

**PLEASE RING NHS 111 SERVICE OUT-OF-HOURS.**

## REPEAT PRESCRIPTIONS

Prescriptions for medicines taken regularly can be obtained without seeing the doctor.

- Please use your repeat request slip which is attached to your prescription and remember to tick those items you require and write the name of the doctor on the top of the slip. Whenever possible please place your completed request slip in the wall-mounted post box in the reception foyer.
- We require two working days notice to deal with your request.
- Both of the chemists, Boots and Rowlands, operate a Collection Service. Forms are available at the chemist or at the surgery reception. The pharmacies also offer a minor ailments scheme for acute illnesses – speak with the pharmacy staff to see if they can help you with your symptoms
- We also offer an online repeat prescription service. This service offers an easy and convenient way to order your prescription. Please ask at reception for more information – ask to sign up to ‘emis access’

### EMIS ACCESS

Patients can register for ‘emis access’ – this is a service which allows the patient to use the internet for ordering repeat prescriptions, making and cancelling appointments, and the ability to see some aspects of their medical record. If you would like to sign up to this service please ask at reception. You will need to provide photograph ID to prove your identity unless you are known to the receptionist.

## CLINICS

Clinics are arranged for specific health problems. Appointments can be made in the usual way for the following clinics:

- Diabetes
- Asthma and Chronic Obstructive Pulmonary Disease (COPD)
- Chronic Disease Management
- INR Clinic
- Minor Surgery (please see the doctor or nurse first)
- Childhood Immunisations and Vaccinations
- Smoking Cessation
- Drug & Alcohol counselling (please see the doctor or nurse first)
- Counselling (please see the doctor or nurse first)
- Dietician
- Ante Natal
- Cervical Smears
- Sexual Health Clinic
- Travel Vaccination & Advice – **We are a Registered Yellow Fever Centre. If you need travel advice please ask at reception for ‘travel questionnaire forms’ – these need to be completed and given back to reception prior to any travel appointment with the practice nurse**
- Appointments for **contraceptive advice** can be made with any of our practice nurses, nurse practitioner or doctors. Appointments are available from as early as 08:30hrs and as late as 6:15pm

## SPECIALIST & HOSPITAL CARE

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will discuss it with you. One of our secretaries will then book the hospital appointment with you using the Choose and Book NHS software which enables you to choose which hospital you would like to be seen at and you will usually leave the surgery with your specific date and time appointment.

You are also able to request that you receive copies of any letters to or from the hospital consultant or specialist.

## WEBSITE

The surgery also has a website which details all our services. This can be found at [www.waterloohousesurgery.co.uk](http://www.waterloohousesurgery.co.uk).

## **CONFIDENTIALITY**

We respect your right to privacy and keep all your health information strictly confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

Medical record information is only available to those involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please call our practice manager.

### **Mutual Respect**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

### **Comments, complaints and suggestions**

We are very interested to know what you think of our services. If you have a complaint, a suggestion for change or just a comment, please ask to speak to one of our supervisors or practice manager, Mrs Alison Redshaw. If you feel unable to talk to us about any problem, you can contact NHS England; telephone: 0300 311 22 33 email; [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Revised and updated September 2016  
Revised Nov 2015