

# **HENLEY-IN-ARDEN MEDICAL CENTRE**



**Dr Taylor, Dr Briggs, Dr Ahmad & Dr Marks**

**Henley-in-Arden Medical Centre  
Prince Harry Road, Henley-in-Arden  
Warwickshire B95 5GD**

**Telephone: (01564) 793333/(01564) 792434**

**[www.henley-in-ardenmedcntr.co.uk](http://www.henley-in-ardenmedcntr.co.uk)**

## WELCOME TO HENLEY-IN-ARDEN MEDICAL CENTRE

We are a long established practice which moved in 1990 from the High Street to purpose-built premises. There is a large, free, council-run car park adjacent to the building and there is a footpath to and from the High Street.

We have provided amenities and access for all members of the community, including wheelchair access. There is a parking space in the adjacent council-run car park for patients with a disabled sticker for their vehicle.

Our aim at this practice is to provide a caring and efficient service to our patients, and we have built an enthusiastic team of healthcare professionals with strong administrative back-up to deliver this service to you.

We are always interested in improving the services we offer and would welcome constructive ideas from our patients.

### THE DOCTORS

<b>Dr Catherine Taylor</b>	MB ChB (Birmingham 1993) DFSRH DRCOG MRCGP
<b>Dr Frances Briggs</b>	MB ChB (Manchester 1986) MRCGP DGM DFSRH
<b>Dr Mansur Ahmad</b>	MB ChB (Birmingham 2003) MRCGP
<b>Dr Richard Marks</b>	MB ChB (Warwick 2013) MChem (Hons) MRCGP
<b>Dr Dianne Wilkins</b>	MB ChB (London 2001) MBBS DFSRH

### RECEPTION HOURS

Monday	8.30am - 1.00pm	2.00 - 6.30pm
Tuesday	8.30am - 1.00pm	2.00 - 6.30pm
Wednesday	8.30am - 1.00pm	2.00 - 6.30pm
Thursday	8.30am - 1.00pm	2.00 - 6.30pm
Friday	8.30am - 1.00pm	2.00 - 6.30pm

Telephone: 01564 792434/793333  
You will be instructed to:  
Press 1 for the secretaries  
Press 2 for appointments  
Press 3 for prescriptions (3.00 - 5.00pm Monday - Friday)  
Press 4 for test results (2.00 - 5.00pm Monday to Thursday)  
Hold for any other queries

Fax: 01564 793280  
Repeat prescriptions: email: prescriptions@henleymc.nhs.uk  
Health visitor: 01789 412995 Ext 5927  
District nurse: 01926 600818 option 1

### HOW TO SEE YOUR DOCTOR

You may consult any of the doctors, but if you have a continuing problem, try to see the same doctor as before. The doctor will see you by appointment, made by telephoning or calling at reception. Urgent cases are seen on the same day, otherwise you will be given the first available time. Appointments can now be booked online. Please ask at reception for details.

### IF YOU WISH TO SPEAK TO THE DOCTOR ON THE TELEPHONE

You may find that a telephone consultation might save you a journey to the medical centre to see the doctor. The receptionist will arrange this for you.

### IF YOU MOVE

Please let us know your new address if you move within the practice area as it is important that your address is correct on your medical records, in case the doctor needs to make a home visit. If you are not sure whether your new address is within the practice area, please ask the receptionist.

### RESULTS OF INVESTIGATIONS

Test results are available between 2.00 and 5.00pm Monday to Thursday. Pregnancy test results will only be given to the person concerned.

### HERE TO LISTEN, NOT TO TELL

We provide a confidential service to all our patients, including under 16s. We respect your right to privacy and keep all your health information 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 care. This information may be used for management and audit purposes. However, it is usually only available to and used by those involved in your care. You have the right to know what information we hold about you. If you wish to see your records, please contact the practice manager.

### SURGERY CONSULTING TIMES

There will be doctors and nurses available for consultation appointments at the following times:

MONDAY	8.30am - 10.50am	and	2.20pm - 5.20pm
TUESDAY	8.30am - 10.50am	and	2.20pm - 5.40pm
WEDNESDAY	8.30am - 12 noon	and	2.20pm - 5.10pm
THURSDAY	8.30am - 10.40am	and	2.20pm - 5.10pm
FRIDAY	8.30am - 12 noon	and	2.20pm - 5.40pm

**THE MEDICAL CENTRE CLOSSES EACH WEEKDAY BETWEEN 1.00 AND 2.00PM  
THERE IS A DOCTOR ON CALL FOR EMERGENCIES AT ALL TIMES.**

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## SATURDAY MORNING CLINICS

We offer pre-booked appointments with a GP every Saturday morning. Please note that we do not offer emergency appointments on a Saturday. If urgent medical attention is required over the weekend patients should call 111. Telephone access to the surgery is also not available on a Saturday morning.

## EVENING AND WEEKEND GP APPOINTMENTS

Patients across South Warwickshire are to be offered evening and weekend appointments thanks to a new service called GP+, being provided by the South Warwickshire GP Federation (SWGP). From September 2018, patients registered with any GP practice in South Warwickshire will be able to book face-to-face or telephone appointments at two GP+ 'hubs' from 6.00 to 9.00pm on weekdays and 9.00am to 1.00pm on weekends.

Routine and same day appointments will be offered with GP's, nurses and clinical pharmacists. In addition there will be same day appointments from 6.00 to 9.00pm on weekdays for children aged 0-16 who need treatment after school hours.

South Warwickshire GP+ runs from six hubs located across Warwickshire. The hubs will be staffed by GPs and nurses from local GP practices, with some specialist roles recruited specifically for the new service.

GP+ clinicians will have access to patient records, so that the patient's full medical history is known and records can be updated regardless of when or where patients are seen (subject to consent). Appointments for this new extended access service can be booked via our reception.

For more information, visit <http://www.southwarwickshiregps.nhs.uk/extendedaccess/>

## WHAT TO DO IF THE SURGERY IS CLOSED

The surgery is responsible for patient care between 8.00am and 6.30pm Monday - Friday except Bank Holidays.

If you require urgent medical assistance when the surgery is closed you should call 111.

This service is run by a specially trained team of doctors, nurses and other health professionals who will discuss your problem with you and decide the most appropriate course of action.

## REPEAT PRESCRIPTIONS

If your doctor agrees, you may obtain a repeat prescription by telephoning between 3.00 and 5.00pm, option 3, by emailing us on [prescriptions@henleymc.nhs.uk](mailto:prescriptions@henleymc.nhs.uk), or online (once access has been granted). Unless you request otherwise, your prescription will be sent to the local chemist (Dudley Taylor) and will be ready for collection after two working days.

If you are housebound and unable to collect your prescription from the chemist (Dudley Taylor), the chemist can organise a delivery for you. Please ask about this when your medications are requested at the surgery.

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## Why not stay in the comfort of your own home?

Homecare allows patients to enjoy the comfort and security of living in their own homes. The Care in the Community Act, which became law in the early 1990s stated that people who are finding it difficult to manage at home, through infirmity, illness or disability, should be given the help and support they need to allow them to live in the community, amongst their friends and relatives, for as long as they are willing or able to do so.

There is a wide range of services available from both the local council and also from private homecare agencies who are dedicated to providing those in need with the correct levels of help and support they need. These services do vary - anything from a minimum of two hours up to continuous twenty-four hour care. They cover various areas such as, personal care, respite, domestic and social care, household duties, shopping etc - in fact anything the patient may need.

The patient can also expect daily or live-in help to be carried out by trained carers or by qualified nurses where required. The overall aim is to enable patients to have a high standard of care and to improve their quality of life whilst remaining in the comfort of their own homes. If you believe you would benefit from this type of assistance then why not contact your local care agency who will then assess your needs.

Attract more business by placing your advert here. Simply call 0800 0234 196.

## ONLINE PATIENT ACCESS

### *PATIENTS CAN USE PATIENT ACCESS TO:*

- Order repeat prescriptions online
- Make/cancel appointments online
- Obtain test results online
- View some areas of your medical record online

We offer patients, over 16 years old, the opportunity to use the internet to securely view your electronic medical record held by the surgery. To register for Patient Access, you will need to download and print an application form and questionnaire from the surgery website: [www.henley-in-ardenmedcntr.co.uk](http://www.henley-in-ardenmedcntr.co.uk). These will need to be completed, signed and brought into the surgery with two forms of ID outlined below: one of the following: passport or photo driving license AND one official letter bearing your name and address dated within the last three months from any of the following: your bank, building society, local council, utility company or landline telephone provider.

You must bring the documents to the surgery yourself so that your identity can be verified.

Before you sign the application form you should be happy that you understand what the system does and what your responsibilities are.

Please be aware that Online Medical Record Access may not be appropriate in all cases and the GP will write to you if they feel that Online Medical Record Access is not suitable for you.

If access is approved, which may take up to 14 days, your account will be enabled.

You will receive an email once your access has been approved with relevant instructions as how to proceed.

### *WHAT CAN I SEE?*

The system allows you to view the following areas of your medical record:

- Medical record showing diagnoses, investigations and procedures
- Results showing recent investigations such as blood results, blood pressures and x-rays
- Allergies
- Some vaccinations
- Medications

For more information, please download the Medical Records Guide for Patients available on the surgery website [www.henley-in-ardenmedcntr.co.uk](http://www.henley-in-ardenmedcntr.co.uk)

## REFERRALS TO SECONDARY CARE

The practice is part of a national patient choice scheme which gives patients more choice in where they are treated, and the ability to book appointments at a time that suits them. Your doctor will explain this should the need for referral arise.

## TRAINING PRACTICE

We are a training practice for fully qualified doctors to gain experience and higher qualifications in general practice and family medicine. There will therefore, on many occasions, be an additional doctor available for consultation.

[www.henley-in-ardenmedcntr.co.uk](http://www.henley-in-ardenmedcntr.co.uk)



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Fully-refurbished in 2007, Headturners has built up a reputation for its welcoming atmosphere and friendly service.

"We have two stylists and a nail technician, all of whom go out of their way to make sure our clients feel at home," explained Anne, who opened the salon after years of experience as a mobile hairdresser.

"Our hairstyles range from traditional to the latest fashion styles, and we see clients from children right through to the elderly. In fact, we are a family-friendly salon, and have many families who come in together."

With a dedicated nail technician, Headturners' relaxing treatments can be enjoyed at the same time. "We can do hair and nails simultaneously, which is a great way to feel that little bit special and pampered," said Anne.

Sienna X spray tanning is also available.

There is ample free parking and a 20 per cent discount for senior citizens on Tuesdays and Thursdays.

For more information, call (01564) 795656.

Advertising Feature

## EQUIPMENT FUND

Donations to the practice equipment fund enable the practice to purchase equipment not provided by the NHS.

### HOW DO I MAKE A COMMENT/COMPLAINT/SUGGESTION?

We welcome comments and suggestions on our standard of service. We aim to provide a friendly and professional service with the highest standard of care. If you feel that this has not happened, please contact the practice manager. Feedback can be given verbally, by email, telephone or in writing. We are happy to discuss any issues with patient's advocates, provided we have the appropriate consent to do so.

The practice has an in-house complaints procedure in line with NHS regulations. A member of staff will be able to give you a leaflet explaining the system on request. For advice and support, patients may approach the Independent Complaints Advisory service on 0300 456 2370 or NHS England on 0300 311 2233. If a complainant is unhappy with the practice's response they can contact the Health Service Commissioner, known as The Ombudsman on 0345 015 4033.

### PATIENT PARTICIPATION GROUP

The Patient Participation Group (PPG) is a small group of registered patients who regularly meet with a doctor and practice manager to represent the views of our patients. If patients would like to find out more about the group or have a comment or suggestion about the service provided by the practice they can contact a member of the group directly – details are available for reception upon request.

### YOU CAN HELP US BY

- Being on time for your appointments
- Letting us know if you need to cancel
- Calling for a home visit before 10.00am
- Ringing for repeat prescriptions between 3.00 and 5.00pm (Monday - Friday)
- Ringing for test results between 2.00pm and 5.00pm (Monday - Thursday)

### MEDICAL CENTRE STAFF

#### PRACTICE NURSES

Practice nurses are specialist practitioners with full nursing qualifications, holding surgeries each weekday, dealing with general nursing and helping and advising towards health promotion.

They will help and advise on:

- Immunisations for children and adults
- Removal of stitches and dressing of wounds
- Contraceptive advice
- Pre-conception advice
- Anti-coagulation clinic for patients on warfarin
- Dietary advice
- Cervical smears

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- In Pregnancy Smoking can cause the Retardation of a Baby's Growth and Premature Birth.

SMOKING CAN HARM OTHER PERSONS BY MAKING THEM "SECONDARY SMOKERS". IF YOU ARE A SMOKER CONSIDER THE POSSIBLE CONSEQUENCES OF WHAT YOU MAY BE DOING TO YOURSELF AND TO OTHERS.



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**CALL 111**

[www.nhs.uk/111](http://www.nhs.uk/111)

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**PHLEBOTOMIST/HEALTHCARE SUPPORT WORKER**

The phlebotomist/healthcare support worker is available every morning to take blood samples from patients. They also provide appointments, mainly in the afternoons, to perform ECGs, blood pressure monitoring, ear syringing, simple dressings, warfarin monitoring and flu vaccination, as requested by the doctors. An appointment can be made through reception.

**HEALTHCARE ASSISTANTS**

Certain receptionists have been trained as healthcare assistants to undertake new patient information checks and routine blood pressure checks and to report this information back to the doctors.

**PRACTICE MANAGER**

The practice manager is responsible for the day-to-day running of the medical centre. Patient satisfaction is of great importance to the whole practice team. If you have any administrative queries, comments or complaints, please contact the practice manager and every effort will be made to deal with the matter quickly and efficiently.

**RECEPTION STAFF**

All our receptionists and the secretaries are trained to help both the patients and the doctor and to observe strict confidentiality in all their work. They will sometimes need to ask questions about an appointment with or visit by the doctor, but these are asked to help the doctor assess the situation and are always treated confidentially.

**HEALTH VISITOR**

The health visitor is a trained nurse, with a midwifery qualification, who is available to advise you on child care and family health promotions and runs the well baby clinic for which no appointment is needed. She also runs a support group for women who have recently had a baby. Telephone 01789 412995 Ext 5927.

**DISTRICT NURSES**

District nurses are hospital-trained nurses who have undertaken further training in district nursing and community health. The district nurses advise on all aspects of health care, including the provision of equipment, home aids, etc.

**PHYSIOTHERAPIST**

The physiotherapist holds clinics at the medical centre to which doctors refer patients they think would benefit from physiotherapy.

## INCUBATION AND EXCLUSION PERIODS OF SOME INFECTIOUS DISEASES

DISEASE	INCUBATION PERIOD (DAYS)	TIME WHEN PATIENT IS INFECTIOUS	EXCLUSION FROM SCHOOL	COMMENTS
Chickenpox	14-21	From about 1-2 days before to not more than 6 days after last crop of spots	While child is unwell	
Cold Sores (Herpes Simplex)		On direct contact whilst lesions are moist	None	They tend to heal and recur; personal hygiene is important
Conjunctivitis	1-3	Whilst infection is active	Until 48 hrs of infection is completed	Infectious for those in direct contact
Slapped Cheek Syndrome (fifth disease)	7-28	Not known	While unwell	Rash may be prolonged
German Measles (Rubella)	14-21 but usually 16-18	One week before to about four days after onset of rash	Seven days after onset of rash	All young women with children should be checked to ensure they are immune
Glandular Fever	14-40	Not known	While unwell	
Foot and Mouth Disease	3-5	During acute phase	While unwell	Hygiene is important. May be excreted in stools for several weeks
Impetigo		Very infectious until treated	Until 48 hrs of treatment completed	
Infectious Jaundice	15-50 but usually about 28	From 7-14 days before to seven days after onset	Seven days from onset of jaundice	Hygiene is important. Handwashing must be emphasised
Infectious Diarrhoea	Variable	During acute stage and for a variable time afterwards	Usually until symptom-free	Good personal hygiene is essential
Lice (Head or Body)		Whilst harbouring lice (until treated)	None	Check children's hair but adults may be the source
Measles		Few days before to four days after onset of rash	About seven days from onset of rash	All children should be immunised

DISEASE	INCUBATION PERIOD (DAYS)	TIME WHEN PATIENT IS INFECTIOUS	EXCLUSION FROM SCHOOL	COMMENTS
Meningitis	Depends on type	Whilst organism is present in the nose or throat	Until recovered, usually in hospital	Treatment may be advised for close family
Mumps	14-21 but usually about 18	Mainly about two days before onset of illness, but about four days after swelling subsides	Until swelling has subsided	
Ringworm		Until lesions have resolved	Until at least 24 hours of treatment completed	Personal hygiene is important
Scabies	Variable - may be several weeks	Until mites and eggs are destroyed	24 hours after treatment	Skin itch may persist for some time after treatment
Scarlet Fever (Streptococcal Throat Infection Scarlatina)	1-3	If not treated, up to 21 days. Usually non-infectious after 24 hours of treatment	Until treated and feeling better	
Threadworms		While worms are alive in the intestine. Treatment is rapid and effective	Not warranted	Strict attention to hygiene is necessary
Tuberculosis		Up to 14 days after start of treatment	According to information from doctor	Cases should be notified to the medical officer for environmental health
Verrucas			None	Normal activities should continue. It is advisable to cover verrucas with an appropriate dressing or footwear and cover warts with an occlusive dressing
Whooping Cough	7-10	Mainly in early catarrhal stage but until 3-4 weeks after onset of paroxysmal cough. This may be shortened to seven days if treated by antibiotics	If treated with antibiotics, may return after seven days if well enough	New children should not be admitted to school during epidemic unless immunised

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## HEALTH PROMOTION AND DISEASE MANAGEMENT

Health promotion advice is available at all regular consulting times.

### *ASTHMA*

All asthmatics are regularly called to see either the doctor or practice nurse. Their condition is monitored and individual management advice given.

### *CHILD HEALTH SURVEILLANCE AND IMMUNISATIONS*

A full course of immunisations against preventable diseases is encouraged for your children. Regular checks are carried out during the first five years of life.

### *DIABETES*

The doctors and practice nurses are available at all normal consulting times for advice. Patients are regularly called for monitoring of their condition.

### *FAMILY PLANNING*

We offer a full range of contraceptive services. Your own doctor or practice nurse will help you to decide which method is best for you.

We are happy to see patients of all ages.

We stress that this is a CONFIDENTIAL service and no information will be given to anyone else, including family members, without your consent.

### *EMERGENCY CONTRACEPTION*

We are able to prescribe the 'morning-after pill' within 72 hours of incurring the risk. You will need to speak to your doctor within that time. Alternatively, this service is provided by local pharmacies including Henley Pharmacy (01564 792645), Hopkins Pharmacy - Alcester (01789 762634) and Morrison's Pharmacy - Stratford (01789 267106).

### *CERVICAL SMEARS AND WELL WOMAN CHECKS*

These are available by appointment with your doctor or practice nurse. We run a recall system for smear tests which means we will write to you when your next test is due.

### *BREAST SCREENING*

Women aged between 50 and 70 are automatically invited for breast cancer screening every three years.

### *TRAVEL IMMUNISATIONS*

The practice nurse offers full up-to-date advice on all immunisations needed for holiday and business travel. You can research what vaccinations you need by visiting <https://nathnac.net>

### *MINOR SURGERY*

This is carried out by all the doctors, who have been approved by the Primary Care Trust.

### *DIETARY ADVICE*

The practice nurses will advise you on achieving and maintaining your target weight.



### **SMOKING CESSATION ADVICE**

Our HCA is fully trained to offer advice to patients who want to stop smoking, and they are offered ongoing support in this. Appointments can be made through reception.

### **BLOOD PRESSURE AND GENERAL HEALTH SCREENING**

The doctors and practice nurses are available at all general consulting times to advise patients.

### **CONTINENCE ADVICE**

There is a specialist nurse available for advice on continence problems.

### **FREEDOM OF INFORMATION – PUBLICATION SCHEME**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the practice intends to routinely make available.

### **FOR PATIENTS WITH HEARING DIFFICULTIES**

Patients with hearing difficulties can be provided with a listening aid to use during their consultation. Please ask at reception about this.

### **FOR VISUALLY IMPAIRED PATIENTS**

Large-print copies of this booklet are available in the waiting room.

### **CARING FOR YOUR CHILDREN WHEN THEY ARE ILL**

#### **ADVICE ON TREATING COMMON ILLNESSES IN CHILDREN**

Having an ill child can be a scary experience. The following aims to give you more information about common childhood illnesses so you feel more confident about dealing with them.

#### **FEVER**

A raised body temperature is a normal response to infection.

By bringing the temperature down, your child will feel better. Strip them of outer clothing and use paracetamol and ibuprofen as below.

#### **COMMON COLDS**

Colds are very common in children of all ages. Healthy children can sometimes have eight or more colds in a year. Colds are caused by viruses and antibiotics are not helpful in treating them. The colour of the phlegm/nasal discharge is not a sign of more serious infection. Children with green nasal discharge do not need antibiotics. Most children recover from a cold in a week.

#### **COUGH**

When young children get a cold, they often develop a chesty cough. Their breathing may sound noisy, especially at nighttime. Coughing helps the body to fight infection and is often the last symptom to settle when a child recovers. Antibiotics are not required for a cough associated with a cold.

### **SORE THROAT AND EARACHE**

These are common symptoms in children and usually do not need any specific treatment. Most children are better within one week of symptoms starting. Evidence shows that children who take antibiotics get better just as quickly as those who don't. See below for further information on why antibiotics aren't appropriate.

### **DIARRHOEA AND VOMITING**

Viral gastroenteritis is extremely common in children. Specific treatment is usually not required and the aim is to keep your child comfortable and prevent dehydration. Signs that your child is dehydrated are dry mouth, less wet nappies or peeing less than normal and drowsiness. Dehydration is more common in children less than one year. Good hand hygiene is essential when your child has gastroenteritis particularly after a nappy change, using the toilet and before preparing food or bottle.

### **WHY NOT ANTIBIOTICS?**

It is important not to use antibiotics unless they are really needed:

- Antibiotics only work against bacteria and not viral infection. Most common illnesses are caused by viruses.
- Using antibiotics can make bacteria resistant to antibiotics. So the antibiotics will no longer work against the infection.
- Antibiotics can kill our bodies natural bacteria, leading to infections such as thrush
- Antibiotics have side effects such as diarrhoea, upset stomach and rashes

### **WHAT CAN I DO?**

A child's immune system is very powerful and will clear up most common infections by itself. The aim of treatment is to ease the symptoms and make your child more comfortable.

- Ensure your child is getting plenty to drink to prevent dehydration, loosen phlegm and moisten the throat. If your child is vomiting, give fluids little and often throughout the day.
- If your child is reluctant to drink, ice lollies are a good way of getting fluid into them.
- When children are ill their appetite will decrease, this is normal and you should not worry if your child doesn't eat anything for a couple of days. Fluid intake is far more important.
- Pain and high temperatures are best treated with paracetamol and ibuprofen. These medications work in different ways and it is ok to use them together. The most effective way to keep the temperature down is to alternate doses of paracetamol and ibuprofen throughout the day. Be careful not to give more than the recommended dose in any one 24 hour period.
- Although these products state you should not use them for more than 48 hours without seeing a doctor, as long as your child does not have any features described overleaf and you are not unduly worried, you can continue using them for longer.

### **WHEN TO SEEK HELP**

**The following are signs of possible serious illness:**

- Your child is drowsy or irritable.
- Your child has difficulty breathing - any child who is working hard to breathe should see a doctor urgently
- High temperature > 40°C which does not come down with treatment

- Any baby who is not feeding or an older child with signs of dehydration
- Symptoms that may be due to meningitis
- Severe headache
- A stiff neck
- A rash that does not fade with the glass test
- Dislike of bright lights

## NOTES

### **WHO TO CONTACT**

Henley Medical Centre - (01564) 793333 8.00am - 6.30pm Monday to Friday  
Ill children will always be offered an assessment by a GP if you are concerned.

### **OUT OF HOURS SERVICE**

111 6.30pm - 8.00am Monday to Friday and weekends

This service is based at Warwick Hospital, you will be offered an appointment to see a GP and is much quicker than going to A&E.

### **ACCIDENT AND EMERGENCY DEPARTMENT**

For emergency care only.

### **USEFUL SOURCES OF INFORMATION**

- [www.patient.co.uk](http://www.patient.co.uk)
- [www.whenshouldiworry.com/booklet-final.pdf](http://www.whenshouldiworry.com/booklet-final.pdf)

**IF YOU ARE CONCERNED, SEEK ADVICE**

## NOTES

**PRACTICE BOOKLETS** ARE SPECIALLY PREPARED BY  
**Neighbourhood Direct Ltd**

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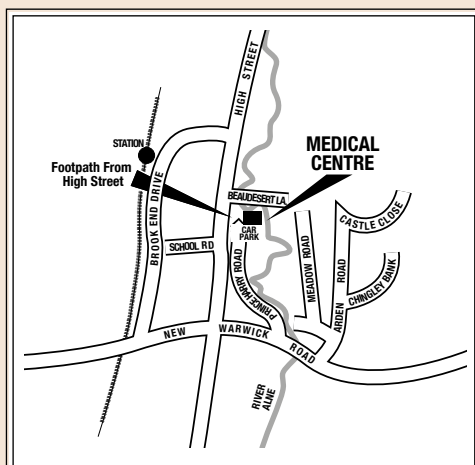
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## USEFUL TELEPHONE NUMBERS

Henley-in-Arden Medical Centre .....	(01564) 792434 and 793333
Press 1 For Secretaries	
Press 2 For Appointments	
Press 3 For Repeat Prescriptions (2.00 - 5.00pm)	
Press 4 For Test Results (2.00 - 5.00pm)	
Hold for any other queries	
Prescription Requests .....	prescriptions@henleymc.nhs.uk
Fax Number .....	(01564) 793280
Health Visitor .....	(01789) 412995 Ext 5927
District Nurses .....	01926 600818 option 1
Out of Hours .....	111
Stratford-upon-Avon Hospital (Nicol Unit) .....	(01926) 495321 extn 5232
South Warwickshire (Warwick) Hospital .....	(01926) 495321
Alexandra Hospital, Redditch .....	(01527) 503030
Warwickshire Nuffield Hospital .....	(01926) 427971
Stratford Volunteer Driver Bureau .....	(01789) 296344
Local Police .....	101
Warwickshire Registration Office for Births, Marriages & Deaths .....	(01926) 410410
Samaritans .....	(01789) 298866
South Warwickshire Clinical Commissioning Group .....	(01926) 493491
Patient Advice and Liaison Service (PALS) .....	(01926) 600054
Henley-in-Arden Pharmacy .....	(01564) 792645
NHS Smoking Quitline .....	0800 0224332
Drug and Alcohol Action Team .....	(01926) 412468
Sexual Health Clinic, Stratford Hospital .....	(01926) 407347
Contraception and Sexual Health Clinic, Stratford Health Centre .....	(01789) 405100
Stratford Teenage and Young Adults Health Clinic .....	(01789) 261548

### SURGERY LOCATION



### PRACTICE BOUNDARY

