

Information guide

St Luke's Health Centre



Welcome to St Luke's Health Centre

We provide general practice services, offering residents living in postcodes SS1, SS2 and SS3.

More about us

St Luke's Health Centre is a service commissioned by the NHS. The service is proudly provided by Virgin Care, and is located in Pantile Avenue behind the Cumberlege Intermediate Care Centre.

The centre provides GP services to patients who live within the practice boundary areas - within the postcodes SS1, SS2 and SS3.

Our services

Operating as your local GP practice, St Luke's offers a range of health services for registered patients including:

- Advice and treatment for general health problems
- Vaccinations and immunisations, including flu jabs
- Contraceptive services, including emergency contraception and IUD gynaecology clinics
- Maternity services (including ante and post natal care)
- Cervical screening services
- Stop smoking advice and support
- Chronic disease management and clinics, for example for patients with Asthma, diabetes and so on
- Diabetic retinopathy clinic
- Weight loss clinic and advice
- Minor surgery
- Management of patients with drug and alcohol misuse issues
- Audiology battery exchange service for hearing aids
- Health promotion and disease prevention services

Booking an appointment

As a registered patient, you will be able to see a GP within 48 hours of a Health Care Professional within 24 hours. In addition, you will be able to see a GP of choice within seven days and book appointments up to four weeks in advance.

Who will I be seen by and how do I know that they are qualified to treat me?

You will be seen by a qualified clinician who is registered with a nationally recognised professional body and has undertaken specific training.

You may have a medical student, under the supervision of one of our GPs, sit in on your consultation. You have the option to decline this if you wish.

Test results

Test results can be obtained on the phone after 11am anytime throughout the day. Urine, swab and blood test results are usually back within three days. Cervical smears can take up to six weeks.

In order to maintain confidentiality, test results will only be given to you, or a parent or guardian if you are a minor.

Repeat prescriptions

Requests can be made in person at the surgery, online, by post or fax or by your designated pharmacy. We require two working days to process a repeat prescription, so please remember to request your medication before it runs out.

For safety reasons, requests cannot be accepted by telephone. Only items on our repeat prescription system can be requested. It may be necessary for a GP to review these items at six to 12 month intervals or, in some cases, more frequently.

Prescriptions can be picked up in person or posted to you if you include a stamped address envelope with your request. We can also deliver them to a pharmacy of your choice.

Private fees

Certain services provided by the surgery are not covered by the NHS, and you may be asked to pay a fee. These include parking permits, private health insurance and citizenship forms.

Arranging home visits

We offer home visits for anyone who is housebound or too ill to go out. This is determined by our on-call doctor. If you are unable to come to the surgery and feel you need a home visit, please call the surgery.

How do I cancel or change my appointment?

If you cannot make the appointment, please contact us as soon as you can. This will enable us to use the time to arrange an appointment for someone else.

If you repeatedly miss appointments or fail to cancel within two hours of your appointment time, you may be removed from our patient list.

Please be aware that if you arrive more than 10 minutes late for your appointment, you may be asked to re-book.

Other local NHS services

Call NHS 111 on **111** for free expert NHS health advice and information 24 hours a day, all year round.

Your local pharmacist will also 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.

Our commitment to you

Virgin Care takes 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, training and criminal record status before they can work with you.

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*.

Non-English speakers and other formats

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

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

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.virginicare.co.uk or write to our information governance team at:

Virgin Care Limited
6600 Daresbury Park
Warrington
Cheshire WA4 4GE

Would you recommend us?

You can help shape your service by taking part in the *Friends and Family Test*. Tell us what was good or what could be improved about your recent visit to our service. We will take on board your comments and suggestions by making the necessary changes to make your next visit as pleasant and comfortable. You can provide feedback by free text message, on a paper form or online. For further information please go to www.virginicare.co.uk/feedback or speak to our staff at our service for details.

What if I have a concern?

We are committed to provide 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.

If you would like to make a complaint, please speak to a member of the team caring for you. You can also speak to our Customer Services Team by phone on **0300 303 9509**, by email on **customerservices@virgincare.co.uk** or write to us at

Virgin Care Customer Services
Englefield Green Health Centre
Bond Street
Englefield Green
Egham
Surrey TW20 0PF

The full complaints process is in our *What if I have a concern* leaflet and is also on our website: **www.virgincare.co.uk/how-to-make-a-complaint**. If you need any help, please speak with a member of staff.

Our patient participation group

We would like to hear your views on how we can improve services, please speak to reception or see the posters in the surgery for details of our next meeting.

St Lukes Health Centre

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
Saturday	10am to 1pm
Saturday	10am to 1pm

Out of hours

If the surgery is closed and you need medical assistance, please call **111**.

Get in touch

Virgin Care is proud to provide *St Luke's Health Centre*.

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