Home Visits:
Please try and come to the surgery whenever possible as facilities here are far better for examination and treatment. If you feel a home visit is medically needed, please phone before 10am when possible.

Telephone Consultations:
Your doctor or nurse will be happy to give you advice on the telephone in a telephone consultation. You may well be asked to leave a number on which the doctor may contact you.

Repeat Prescriptions:
If you are on regular treatment, a request for repeat prescriptions can be made in a number of ways:
- bring your repeat prescription counterfoil to the surgery
- send it by letter
- Fax: See rear of leaflet for details
- arrangement with your pharmacist
- Emis ACCESS

Please note that no request will be taken by telephone. Please order your prescriptions at least 2 working days before you need it.

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Please note that no request will be taken by telephone. Please order your prescriptions at least 2 working days before you need it.

If ordering by post, please enclose a stamped addressed envelope.

Your prescriptions are printed each month by the practice computer. You will normally be required to see the doctor at least annually, or more frequently for some conditions.

We now use EPS for repeat medication and this allows us to send your prescription to your Pharmacy of choice electronically.

Please allow 48 Hours for your prescription to be processed.

PATIENT ACCESS
We now offer online access for Repeat Prescriptions and Appointments. To access this service please ask at reception for your unique logon details that will be printed out for you so that you can set up an online account.

Further details are available on our web site: www.nhs.uk
Which is the NHS Choices website then select GPs and in the search box enter the postcode of the site you wish to view. e.g CV1 3 GB for Westminster Road

Out Of Hours
Our Out of Hours service is provided by Coventry & Rugby CCG. Should you require a doctor outside of surgery opening times, you should ring the surgery number and your call will be transferred automatically or dial 111 for a free call.

You can also visit the Walk In Centre which is in the City of Coventry Health Centre on Stoney Stanton Road

Jubilee Healthcare
Westminster Road Surgery
41 Westminster Road
Earlsdon
Coventry
CV1 3GB
Phone: 02476 223565
Fax: 02476 230053

Station Avenue Surgery
60 Station Avenue
Tile Hill
Coventry
CV4 9HS
Phone: 02476 466585
Fax: 02476 230053

Opening Hours
Monday, Tuesday, Wednesday & Friday 8.00am—6.30pm
Thursday: 8.00am—1.00pm

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Monday, Tuesday, Wednesday 8.00am—6.00pm
Thursday: 8.00am—6.30pm
Friday: 8.00am—1.00pm

We operate a no smoking Policy at both of our premises. We have a zero tolerance policy to verbal abuse and violence. If a patient is abusive or violent the practice may consider removal from the practice list.

Further details on primary care medical services in the area can be obtained from Coventry & Rugby CCG
A Copy of our Practice Area map can be viewed at either Surgery and a copy is lodged with Coventry & Rugby CCG. It can also be viewed on our NHS Choices Website.

Practice Staff

Practice Director:
Our practice director oversees the running of the Practice at each surgery; ensuring we get the best possible Health Care from hospitals and community services and dealing with any comments, suggestions, concerns or complaints.

Practice Nurses / Health Care Assistants:
Our nursing staff are fully trained and available to offer a full range of services. Mainly they see patients by appointment only, urgent problems can be fitted in, but please phone first as this will avoid you having to wait a long time. If you wish to have an appointment exceeding 10 minutes then please mention this at the time of booking.

Jan Egan - Practice Nurse
Jan is our practice nurse who you can see by appointment for smear tests, travel vaccinations and advice, childhood immunisations, influenza injections, weight management, asthmamonitoring, diabetes monitoring, COPD.

Usha Patel: Minor Illness Nurse Prescriber
Usha sees patients for routine Nurse appointments and Minor problems, such as Chest infections, urine infections, flu, sore throats and general minor problems. She sees all patients aged over 2 years of age and is a full prescribing nurse.

Receptionists:
Our receptionists are here to help you. They have a busy job to do and sometimes will need to ask you more details about what is wrong with you in order to help. They will always treat what you say in strict confidence. Remember that they have to answer the telephones, greet patients at the reception desk as well as routine tasks, so please be patient if you have to wait for a short time before being attended to.

District Nurses:
The District Nurses work closely with the Doctors and are able to provide treatment at home and advice about care and convalescence after discharge from hospital.

Health Visitor:
The Health Visitor can give expert advice on your and your families health.

Midwife:
The Midwives run antenatal clinics in association with the doctors.

Counsellor:
The Counsellors are able to provide general counselling. We can also provide contacts with other local counselling services if appropriate (e.g. Relate, Lighthouse, Life, BPAS, SHARE, Care). Ask at reception for details and/or an appointment, or speak to one of the doctors or nurses.

How to Register
Ask at reception for a Registration pack which will give forms and further information.

Teaching & Training
The practice is a training practice for GP registrars and medical students.

Disabled Access
The practice currently has disabled access by ramp at the front of both premises.

We provide a full range of General Medical Services including clinics for Asthma, Diabetes, Immunisations, Smears, Child Health, Minor Illness Minor Surgery and Contraception.

Complaints & Comments
If you have a complaint or comment please speak to our Practice Director. Alternatively ask our reception staff for a complaints form.

Patient Records & Confidentiality
Both Doctors and staff have access to your Medical records but always treat any information as confidential. You do have rights of access to view your Medical records. Please contact reception for more information.

Becoming a Patient

Rights & Responsibilities

- To be able to register and receive treatment regardless of your age, sex or sexuality, ethnic origin, religious beliefs, disability or nature of your health problems as long as you live within the Practice boundaries and qualify for NHS treatment.
- To be seen within 48 hours for conditions that the Doctor agrees are urgent.
- To have your medical records treated confidentially.
- To have your long-term medication and treatment reviewed at regular intervals, and explained to you.
- To be informed in advance of any appointment changes.
- To treat all members of staff, fellow patients and the Practice with courtesy and respect.
- To keep any booked appointments. Please inform us if you wish to cancel an appointment or will be late.
- To ensure the Practice has your up-to-date contact details whenever they change, including any ex-directoryphone numbers.
- To be patient if appointments overrun—it may be you who needs the extra time on another occasion.

We operate an appointment system. For an appointment please call in or phone our receptionists.
NAMED GP FOR ALL PATIENTS

From 1 April 2015, Practices are required to allocate a named GP to all patients (including children). All new patients will be allocated their named GP within 21 days of Registration. For existing patients we will allocate a named GP. If you want to know who your named GP is then please just ask at reception.

If any patient requests a particular GP as their named GP instead of the one allocated, then we will always try to arrange this.

Having a named GP does not mean that you have to see that doctor, you are welcome to see the GP you usually see, or the GP you would want to see for a particular problem – even if they are not your named GP.

Just as now, the GP you usually see, or your named GP, will not always be available and there will be times when you see different GP’s in the practice. We do work as a team at the practice, and that will still be the case – there will always be a doctor to take responsibility for you.

The benefit of having a named GP is that if you ever to feel that you needed one doctor in particular to take responsibility for looking after you, then you already have the name of the doctor who is happy to take on that role.

Named GP for over 75 Years of Age

As you reach 75 Years of age you will be allocated a Named GP as described above