

Tanworth-in-Arden Medical Practice  
Broad Lane, Tanworth-in-Arden, Solihull, B94 5DY



Tel: (01564) 742274 for Appointments

Tel: (01564) 742274 for Emergencies, visits & enquiries

Dr Laura Facey, MBChB MRCGP DRCOG DFSRH

Dr Jenny Eaton, MBChB MRCGP DRCOG DCH DFFP

Dr Simeon Brook, MBBCh (Cardiff 2009) MRCGP 2014

[www.tiamp.co.uk](http://www.tiamp.co.uk)

Welcome to Tanworth-in-Arden Medical Practice. We hope this leaflet will help to explain about our Practice and the services available.

# TEAM

## **Doctors**

Dr Simeon Brook

Dr Laura Facey

Dr Jennifer Eaton

Dr Jasbir Panesar

## **Nurses**

Philippa Dunn

Julie Stainton

Jennifer Murray

## **Health Care Assistant**

Jane Trayner

## **Dispensary Staff**

Karen Wicklen (Dispensary Manager)

Alison Walker

Natalie Cooke

Donna Coates

## **PCN Staff**

Lucy McCann – MSK

Bhavna Sharma – Clinical Pharmacist

Tracey Bugg – Social Prescriber

**Operations and Finance Manager**

Claire Poole

**Business Manager**

Ben Haresign

**Clerical Administration**

Alison Lombard

**Secretary**

Susan Blunt

**Reception**

Sally Turner (Senior Receptionist)

Judy Cooke

Caroline Patty

Elaine Holden

Laura Mason

Lucy Atterbury

Jessica Boyce (Insurance & Secretarial)

**Medication Delivery Drivers**

Terry Poole

Ellen Ritchie

## Suggestions and complaints

If you have any suggestions, please feel free to make them in person or by writing to the Operations Manager, Claire Poole or complete a form on our website.

- Practice complaints procedure

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in the Practice, please let us know. We operate a practice complaints procedure that meets NHS criteria. A patient information leaflet is available on request at reception.

If you feel you have a problem with the NHS that you are finding difficult to resolve there are two services available to you:

PALS (Patient Advice and Liaison Services) for hospital services are able to offer confidential advice, support and assistance in resolving problems and concerns quickly.

The Service can explain the complaints procedure and how to get in touch with someone who can help. To contact PALS telephone 0800 212 445 (Freephone), 024 7653 6804, Email: [pals@covwarkpt.nhs.uk](mailto:pals@covwarkpt.nhs.uk) or visit [www.covwarkpt.nhs.uk/PALS](http://www.covwarkpt.nhs.uk/PALS).

You can leave feedback/comments on our Practice website

[www.tiamp.co.uk](http://www.tiamp.co.uk), alternatively you can go to NHS Choices website and comment on our service.

## Patient Participation Group

This group is made up of a selection of our practice population who meet regularly to discuss our services. Please complete the form on our website if you are interested in joining.

## Practice area

Please see the 'register at Practice' link on our website or ask at Reception.

## Opening Hours

The Reception and telephone lines are open on:

Monday to Friday 8.30am to 1pm

Monday to Friday 2pm to 6.30pm

6.00pm – 6.30pm phones open for emergency triage only.

## Extended Hours

The Surgery now offers extended hours for Routine / Non-Urgent

appointments, including Telephone consultations on Wednesday mornings 7.15-8.00am. Appointments are available with a GP and/or our HCA Jane Trayner.

## Home Visits

If you or a member of your family is too ill or disabled to come to the surgery, we can arrange for you to be visited at home.

If possible, please telephone before 10.30am for a home visit.

## **Out of hours**

We are responsible for your medical care from 8am to 6.30pm Monday to Friday.

When the surgery is closed during these hours for example at lunchtimes a message will be left on the surgery answer phone explaining how to contact the Doctor on Call.

From 6.30pm to 8am Monday to Friday and all day Saturday and Sunday (and Bank Holidays) NHS Warwickshire is responsible for your medical care. A message will be left on the surgery answer phone giving you the contact number for this service.

The telephone number for the Out of Hours Service is NHS 111

In life-threatening situations and heart attacks, you should telephone 999 for an ambulance.

## **Temporary Residents**

If you are temporarily away from your normal place of residence and intend to stay in the practice area for more than 24 hours but not more than 3 months we will be happy to accept you as a temporary patient.

## **Non NHS Examinations**

Please see section on the Practice website.

## **Online Access**

We have online access for appointments for Doctors and Nurses and you are also able to order Repeat Medication online. Please ask at reception for more

information.

## Zero Tolerance Practice

Please be courteous to staff at all times. They are here to help you. The practice will not accept violent or abusive behaviour from patients or their representatives. Violent or abusive behaviour may result in patients being removed from the Practice List.

## The Dispensary

Most patients who live more than a mile from a pharmacy can choose to have their prescriptions dispensed at the surgery. Our dispensary is open from 8.30am – 6.30pm.

Most prescriptions issued during a consultation can be dispensed before you leave the surgery.

## Repeat prescriptions

Repeat prescriptions may then be ordered in one of the following methods:

- by placing the completed repeat request form in the box outside the front door of the surgery
- Order on our website [www.tiamp.nhs.uk](http://www.tiamp.nhs.uk)
- We take Medication requests over the telephone between 11.30am - 12.30pm.

PLEASE ALLOW THREE FULL WORKING DAYS FROM THE TIME OF YOUR REQUEST BEFORE COLLECTION. Previously requested repeat prescriptions may be collected at any time during the surgery opening hours.

The Practice prescribing policy is to issue 28 days' worth of medications.

## Holiday orders

You are able to submit three 'two month' requests or two 'three month' requests in any one 12 month period.

Please ask a Reception for a holiday order form.

## How to register with the Practice

To register with the practice as a patient you can register using the link on our Practice website or please come to Reception and ask for a form for completion.

## Useful telephone numbers

- Local Hospitals

Warwick Hospital 01926 495 321

Stratford Hospital 01789 205 831

Alexandra Hospital 01527 503030

University Hospitals Coventry & Warwickshire 02476 964 000

Solihull Hospital 0121 424 2000

Heartlands 0121 424 2000

- Social Services

Warwick (Older people and Physically Disabled) 01926 476 687

Warwick 01926 410 410

Stratford 01789 269 391

Solihull 0121 704 6755

- NHS Out of Hours NHS 111



Updated June 2024

A large print version of this leaflet is available on request