

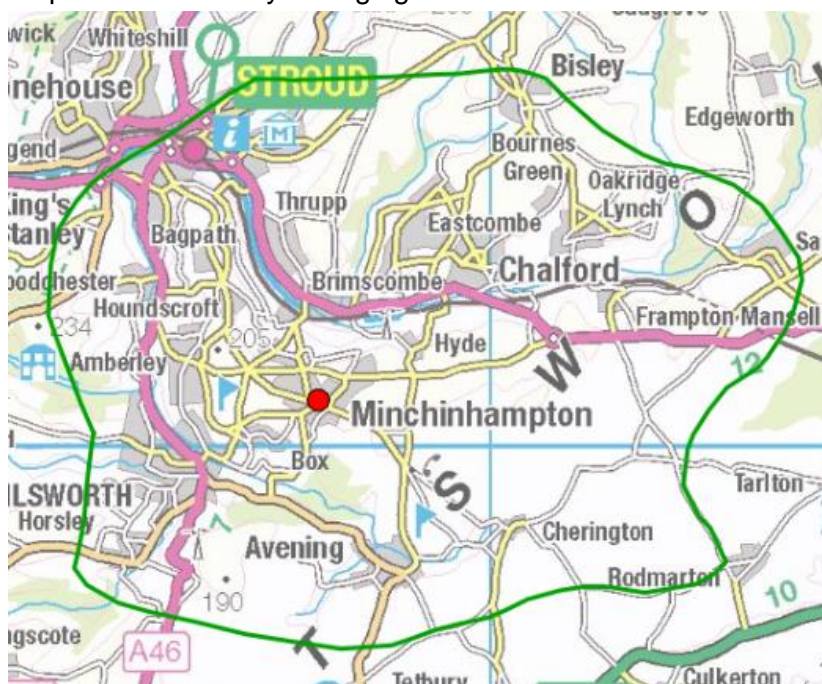
MINCHINHAMPTON SURGERY



PRACTICE INFORMATION LEAFLET

<p>The Surgery, Bell Lane, Minchinhampton. Gloucestershire GL6 9JF</p>	<p>Telephone 01453 883793</p> <p>Website: www.minchsurgery.nhs.uk</p>
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The practice is based in the heart of the market town of Minchinhampton. The practice covers the areas shown on the map below, or you can check your post code on our website. The practice has suitable access for all patients, with a ramp for wheelchair users and pushchairs. There is a patient toilet and a separate toilet for disabled patients and baby-changing facilities.



ONLINE ACCESS

We encourage all of our patients to apply for online access. With online access you can easily request repeat prescriptions, check test results or book an appointment. No more waiting on the telephone! You can also review your medical record online, and even print it out at home if you need a paper copy, for example when applying for insurance. If you haven't got online access then don't delay. Download the application form from our website by clicking on

<https://www.gpwebsolutions-host.co.uk/2627/files/2018/06/Patient-Online-Access-form.pdf>.

Then bring your application form to reception with one form of ID and we will have you up and running in no time.

PRACTICE STAFF

Doctors/Partners:

Dr. Susie Weir (Sheffield 1986) MB. ChB. MRCP. MScCommGyn. DRCOG. DPM..
Half-time Partner.(Tuesday & Wednesday)

Dr. Andrew Simpson (Bristol 1991) MB. ChB. MRCP. MRCP.
Three-quarter time Partner. (Monday, Tuesday & Wednesday)

Dr. Anne Cain (Leeds 1984) MB. ChB. MRCP.
Three-quarter time Partner. (Tuesday, Thursday & Friday)

Dr. Pippa Xerri (Leicester 2003) MB. ChB. MRCP. DFFP. DTM&H
Half-time time Partner. (Wednesday & Friday)

Dr. Tristan Cooper (London 2008) MEng (Oxon) MBBS. MRCP
Three-quarter time Partner. (Monday, Wednesday & Thursday)

Dr. John Beard (Birmingham 2005) BSc(Hons.) MBChB MSc(Oxon.) DCH DFSRH MRCP DOccMed
Three-quarter time Partner (Monday, Thursday & Friday)

Practice Manager: Paul Hepworth
Assistant Practice Manager: Kerry Thompson

Nurse Manager: Ros Duncan RGN

Practice Nurses: Sarah Gerald RGN, Tracy O'Halloran DipHE
& Elaina Long BSc

Health Care Assistants: Gabriela Maiuga & Nora McNamara
Phlebotomist: Catherine Caldarone

The Practice has a team of Office and Reception Staff who, apart from providing the first point of contact for patients, also provide support for all the Practice's health-care professionals.

They will always try their very best to help you. Their method of work and all the other Practice arrangements are as directed by the Doctors and Practice Manager.

Attached Staff

Midwife, Ruth Brown, runs ante-natal clinics on Wednesdays at the Surgery

District Nurses are based at Redwood House in Stroud. They provide home nursing care for the housebound. Their direct line is 0300 421 6073 or 0300 421 0555 after 4pm.

TEACHING AND TRAINING

We are a training practice and have up to two qualified doctors in the practice, who are training to be GPs. The practice also teaches year 4 Bristol University Medical Students and student nurses.

HOW TO REGISTER

We are pleased to accept all patients from Minchinhampton and the surrounding catchment area. Please bring with you photo ID and ensure you allow sufficient time to complete the registration process.

All patients are registered with the practice rather than an individual GP. All patients will have a named GP. You can find out who your named GP is by asking at reception; this information is also shown on your repeat prescription form. You can express a preference for your named GP and we will try where possible to accommodate this. Having a named GP does not prevent you seeing any other doctor in the surgery and this may be necessary if you need to be seen urgently. It is recommended that you see the same clinician for on-going health issues.

You can find our registration pack online at www.minchsurgery.nhs.uk

Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Full details are available online or by phoning or speaking to a member of the reception or administrative teams.

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. You can amend your address or contact number online. For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

As a new patient, we will offer you a new patient health check which is carried out by the practice nurse. If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

OFFICE HOURS

Monday to Friday 8.30am to 6.30pm

SURGERY TIMES

GP Surgeries are held Monday to Friday, 8.30am to 10.40am & 4.00pm to 6.00pm.

Nurse appointments are available Monday to Friday 8.30am to 12.30pm and 2.00pm to 5.30pm

GP Extended Hours: Monday 6.45am -8am Wednesday 6.30pm – 8.00pm

We also offer Improved Access GP appointments jointly with other local surgeries. Appointments at Minchinhampton are on Tuesday and Wednesday 6.30pm – 8.00pm

APPOINTMENTS

Appointments are for ten minutes each and for one patient only. Double appointments are available on request for more complex problems.

Morning requests for emergency appointments will be triaged. Urgent problems will always be seen with the minimum of delay.

Appointments can be booked online or by ringing our Reception team

HOME VISITS

Home visits are at the discretion of the GPs and are usually for patients who are housebound or have significant health issues. Please ring before 10.30am. A doctor or triage nurse may ring you back to assess the urgency and appropriateness of the request so that the most serious conditions can be dealt with first.

WHEN THE SURGERY IS CLOSED

If you have symptoms requiring immediate attention, please contact the emergency service by dialling 111. The out of hours service, commissioned by Gloucestershire CCG, runs from a dedicated facility at Stroud General Hospital. Patients needing emergency treatment, will be asked to attend the Centre, unless too ill to travel. Telephone advice from the duty doctor may also be available.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered in the following ways:

- Online – Please log in and order via our website www.minchsurgery.nhs.uk. You will need to be registered for online access to use this service
- In person – By ticking the required medications on your prescription and placing it in the dedicated box
- By telephone – Please call the practice on 883793 (option 2) between 8.30 and 10.30am, Monday to Friday. Please make sure you have the correct name, dose and strength of the medicine you require.

Please allow 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.

Wherever possible please order **all** regular repeat items at the same time.

Many patients are able to have their medication on a repeatable prescription. With these prescriptions you can collect your medicines from the pharmacy at regular intervals for up to 12 months without having to contact your doctor. Repeatable prescribing services can be set up by your GP when you consult with them.

TEST AND X-RAY RESULTS

You can access your test results online at any time. Some of our GPs may text a result back to you if you consent and have given us your mobile phone number.

OUR SERVICES

Along with the routine appointments, the practice offers the following services:

Family Planning and Sexual Health – All of our GPs and the Practice Nurse offer a full range of family planning services. We offer contraceptive implants and coil fitting. We also offer a sexual health clinic.

Immunisations – The nursing team are responsible for the administration of both adult and child immunisations. The practice nurse has set vaccination clinics, which are held on 1st and 3rd Tuesday every month. If you are unable to attend these clinics, please enquire at reception and book an alternative appointment.

Travel Immunisations – The nursing team offer a range of advice regarding travelling abroad and the required vaccinations / medications. There will be a charge associated with travel immunisations. Please make enquiries **at least six weeks** before the date of departure. Patients need to complete a Travel Health form available from Reception or the Surgery website and return it to the Surgery. Up-to-date information can be obtained from www.fitfortravel.nhs.uk

Minor Operations – Simple minor surgery such as the removal of skin lesions, joint injections, etc. can be performed by your GP. At this practice Dr Simpson is the lead for minor operations. Please discuss with your GP who may recommend a minor operation; this will be carried out at the practice.

Cervical Smear Testing – This is carried out every three years for women aged 25 – 65, and the tests are undertaken by the nursing team. You will be contacted by the practice when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

Chronic Disease Management – We hold a Respiratory and Diabetic range of clinics to help our patients manage their long-term condition

We also offer the following services:

- Antenatal clinic
- Baby clinic
- ECG
- Post-natal checks
- Smoking cessation
- NHS Health Checks

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice

There is an acupuncture clinic every Tuesday afternoon. This service is funded by the Minchinhampton Surgery Trust and donations are welcomed by the Trust to support this service.

RESEARCH

Our Practice takes part in medical research. The work is undertaken in partnership with universities and other organisations. Our objective is to improve all aspects of Health Care. You may be invited to take part

in a research project. Your decision to accept or decline this invitation will have no effect on your usual medical care.

Minchinhampton Surgery is part of the Clinical Practice Research Database (CPRD). This collects data (diagnoses, treatments, referrals and demographics) electronically from active practices, but no data such as NHS numbers, names, addresses or postcodes are sent). Researchers will never know the identity of the patients, GPs or practices that contribute. CPRD data is used for approved medical research including drug and device safety, health services research and epidemiology.

COMPLAINTS & COMMENTS

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team. The complaints manager is the Practice Manager, Janet Biard, who will talk to you about the complaint procedure.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint. Equally, if we do something well, we would very much appreciate your feedback.

PATIENT RESPONSIBILITIES

Our receptionists are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their utmost to assist you.

We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

If you do not attend an appointment and do not cancel it, this will be recorded as a 'Did Not Attend' (DNA) in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in your being asked to register at another practice.

ZERO TOLERANCE

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.

PATIENT INFORMATION

Your information is held on our secure system. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR). Our Privacy Notice is available on our website and gives further information on why we collect information about you, the ways in which this information may be used, who it is shared with and how we keep it safe.

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at www.minchsurgery.nhs.uk. We want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients.

CLINICAL COMMISSIONING GROUP

The local Clinical Commissioning Group (CCG) for this area is:

Gloucestershire CCG
Sanger House
5220 Valiant Court
Gloucester Business Park
Brockworth
Gloucester
GL3 4FE

Tel: 0300 421 1500

Email: GLCCG.enquiries@nhs.net

Website: <https://www.gloucestershireccg.nhs.uk/>

Further information about local services can be found by visiting the NHS Choices website