

# MINCHINHAMPTON SURGERY



## PRACTICE INFORMATION LEAFLET

**Address:** The Surgery, Bell Lane, Minchinhampton, Gloucestershire, GL6 9JF

**Main reception:** 01453 883793

**Website:** [www.minchsurgery.nhs.uk](http://www.minchsurgery.nhs.uk)

**Opening hours:** Monday to Friday 08:30-18:30

### CATCHMENT AREA

The practice is based in the heart of the market town of Minchinhampton. The surgery covers the areas shown on the map below - you can check your post code on our website under the tab "Catchment Map". 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 our patients to apply for online access so you can easily request repeat prescriptions, check test results, book an appointment, and review your medical record online. Download the online services application form from our website and bring the form to reception with a form of photographic ID and we can set up your online services.

## **PRACTICE STAFF**

**Dr Susie Weir** – half-time Partner (Tue & Wed)

Sheffield 1986. *MB. ChB. MRCGP. DRCOG. DPM. MScCommGyn.*

Special interests: women's health (including contraceptive procedures, HRT, psychosexual medicine and menopause)

**Dr Andrew Simpson** – three-quarter time Partner (Mon, Tue, Wed)

Bristol 1991. *MB. ChB. MRCGP. MRCP.*

Special interests: dermatology, GP Trainer

**Dr Anne Cain** – three-quarter time Partner (Tue, Thu, Fri)

Leeds 1984. *MB. ChB. MRCGP.*

Special interests: child health, cardiology, women's health

**Dr Pippa Xerri** – half-time partner (Tue & Fri)

Leicester 2003. *MB. ChB. MRCGP. DFFP. DTM&H.*

Special interests: elderly medicine, women's health, GP trainer

**Dr Tristan Cooper** – three-quarter time partner (Mon, Wed, Thu)

London 2008. *MEng (Oxon). MBBS. MRCGP*

Special interests: GP trainer

**Dr John Beard** – three-quarter time Partner (Mon, Thu, Fri)

Birmingham 2005. *BSc(Hons.) MBChB. MSc(Oxon.) DCH. DFRSH. MRCGP.*

Special interests: joint injections

**Dr Freddie Walker** – half-time Partner (Tue, Fri)

Exeter and Plymouth 2010. *BmBs, MRCGP.*

Special interests: palliative care, wilderness medicine

**Ros Duncan** – nurse manager, clinical manager (*RGN*)

**Tracy O'Halloran** – practice nurse (*DipHE*)

**Elaina Long** – practice nurse (*BSc Hons*)

**Jane Fry** – practice nurse

**Gabriela Maiuga** – health care assistant

**Eleonora McNamara** – health care assistant

**Catherine Caldarone** – health care assistant

**Kerry Thompson** – practice manager

The surgery has a team of **office, reception, and secretarial staff** who provide the first point of contact for patients and support the practice's healthcare 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.

**Ruth Brown** – midwife, runs ante-natal clinics at the surgery every week and is usually available to attend deliveries

**Adrian Lyster** – acupuncturist, runs sessions at the surgery every week

**District Nurses** – now based at Prices Mill Surgery in Nailsworth, providing home nursing care for the housebound. To contact them please call 0300 421 6073 (before 16:00) or call 0300 421 0555 (after 16:00)

## **TRAINING & RESEARCH**

Minchinhampton Surgery participates in the advanced training of experienced doctors who are seeking to specialize in General Practice. Placements for GP trainees (previously known as registrars) are usually for 6 months or 1 year.

Our Practice takes part in medical research. The work is undertaken in partnership with universities and other organisations, with the aim of improving all aspects of Primary Care. You may be invited to take part in a research project. Under no circumstances would any information about you, identifiable or not, be released to any research organisation without your fully informed, written consent.

## **NEW PATIENTS**

We are pleased to accept all patients from Minchinhampton and the surrounding catchment area. Please bring in a completed registration pack (available online or in paper form at reception) along with a form of photo ID. Please ensure sufficient time to complete the registration process.

All patients will be registered with the practice but will have a named GP. 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, particularly if you need to be seen urgently. It is recommended that you see the same clinician for on-going health issues.

## **UPDATING YOUR CONTACT DETAILS**

If you change address or change your name, please ensure you contact the practice as soon as possible to enable us to update your records. You can amend your address or contact number online. For a change of first name / surname, the practice will need to see official proof of this, such as a marriage certificate or deed poll certificate.

## **APPOINTMENTS**

### **GP appointments**

All our GP consultations have now returned to normal. Appointments can be chosen by the patient as either a face-to-face or telephone consultation. All GP appointments are 10 minutes long each and for one patient only. Please request a double appointment when you speak to reception if you would like more time with the GP to discuss complex or multiple problems. Additional “extended hours” GP appointments are available outside of our usual opening hours. Skype or Facetime consultations are also being offered by Dr Simpson as an alternative to telephone consultation calls.

### **Urgent appointments**

Morning requests for emergency appointments will be triaged by the reception staff and nursing team. Problems requiring immediate attention will always be dealt with urgently. You should expect to receive a phone call back from a triage nurse or duty doctor although you will not be given a specific time slot. If they need to see you face-to-face the clinician will arrange this with you on the phone.

### **Nurse appointments**

Please contact reception if you wish to book an appointment with a Nurse or Health Care Assistant. Please note, all blood tests must have been authorised by a GP or Hospital consultant. If you have been given a blood form with the requested vials from a consultant, please bring this along to your appointment. Blood tests cannot be done after 3.30pm as the samples are taken to the laboratory around this time.

### **Online booking**

Routine GP appointments can be booked online by patients with online access already set-up. Please be aware that the online system does not display all of the available appointments, so if you cannot find a convenient date/time for an appointment please contact reception.

### **Patient responsibility**

We request that you arrive promptly for your appointment, ideally 5 minutes early. If you are unable to keep your appointment, please inform reception so we can use the slot for another patient.

### **HOME VISITS**

Home visits are at the discretion of the GP and are usually only for patients who are housebound or who have significant health issues. Please ring reception as early as possible (ideally before 10.30am) to request a home visit, and a member of the triage team will call you back.

### **HELP OUTSIDE OUR OPENING HOURS**

If you require medical help outside of our regular GP hours, please consider:

- Self-care – for minor ailments (e.g. grazed knee, cold, sore throat)
- Pharmacy– for advice on treating common illnesses (e.g. diarrhoea, runny nose, headache)
- NHS 111 – for advice or urgent medical help (e.g. to find out which medical service is most appropriate)
- Minor Injury Unit / Walk-In Centre – for injuries and illness needing urgent treatment (strains, sprains, stitches)
- 999 / Accident & Emergency – for serious illness or life-threatening injury (including chest pain, suspected stroke, severe blood loss, or breathing difficulties)

### **REPEAT PRESCRIPTIONS**

Repeat prescriptions can be ordered online, in-person, or by telephone. Please allow 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions, and wherever possible, order all your regular items at the same time.

- Ordering online – log in to your patient online services via our website
- Ordering in-person – tick the request medications on your prescription and place in the dedicated prescription box or hand it into reception
- Ordering via telephone – call the surgery prescription line on 01453 883793 (option 2) from 08:30-10:30. Please make sure you have the correct name, dose, and quantity of the medication you require

## **TEST RESULTS**

You will be contacted about your test results by reception staff or your GP. You can also access your test results using your patient online services.

## **FEEDBACK & COMPLAINTS**

Your views could help make this surgery even better for you, other patients, and for staff. One way to give feedback is to fill in a simple “Friends & Family Test” form. Paper forms are located just inside the entrance to the surgery near the reception desk. You can also complete an online form on our surgery website. Feedback is taken seriously and discussed at regular practice meetings. Often a problem can be sorted out straight away. All feedback and any associated patient contact details and data will be kept strictly confidential. Feel free to do this as often as you would like – compliments as well as concerns are helpful.

If you have a serious concern or potential complain, please contact the surgery’s practice manager on 01453 883793. To register an official complaint, please complete and return a Patient Complaint Form.

## **ZERO TOLERANCY POLICY**

Our practice operates a zero-tolerance policy – we will not tolerate abuse towards staff under any circumstances. Staff have the right to care for others without fearing being verbally or physically attacked. Abusive patients will be asked to leave the practice and the police may be called if the person is deemed a threat to staff or other patients. As a last resort, abusive patients may be removed from the practice list.

## **HOW WE USE YOUR INFORMATION**

Your medical information is held on our secure system. All information is covered by the General Data Protection Regulation (GDPR). Our full privacy notice is available on our website and provides further information about why the information that is collected, how the information may be used, who it is shared with, and how we keep it safe. You can request a copy of your medical records by filling in a Subject Access Request Form.

The national data opt-out programme gives 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 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.

## **PATIENT PARTICIPATION GROUP (PPG)**

We have an active PPG to ensure that our patients are involved in decisions about the services provided by the practice. We proactively engage with our patients at all times to maintain an effective working relationship between patients and the practice. Further information about the PPG is available on our website.

### **CLINICAL COMMISSION GROUP (CCG)**

The local CCG for this area is Gloucestershire CCG.

**Address:** Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth, Gloucester, GL3 4FE

**Telephone:** 0300 421 1500

**Email:** [GLCCG.enquiries@nhs.net](mailto:GLCCG.enquiries@nhs.net)

**Website:** [www.gloucestershireccg.nhs.uk](http://www.gloucestershireccg.nhs.uk)

### **SURGERY SERVICES**

Please visit our website for full details of our surgery services and other local services available to you.

#### **Clinics**

- Acupuncture
- Ante-natal (midwife) clinic
- Child vaccinations
- Diabetic clinic
- Foreign travel vaccinations
- Post-natal clinic
- Respiratory clinic
- Sexual health clinic

#### **Other services**

- Alcohol advice
- Blood tests
- Dietary advice
- Emergency contraception
- Mental health advice
- Smoking advice
- Routine NHS cancer screenings