

CHURCHDOWN SURGERY

24 St John's Avenue, Churchdown, Gloucester GL3 2DB

Telephone: 01452 899762

Fax: 01452 714122

Out of Hours Telephone: 111

Website: www.churchdownsurgery.co.uk

PARTNERS

Dr Jeremy Halliday: GMC Code - 3122741

MB BS 1986 (Guy's) MRCGP 1994 DRCOG 1989

Dr Tim D L Macmorland: GMC Code - 2831558

MB BS 1983 (UCL) MRCGP 1988 DRCOG 1987 DCH 1985 BSc (Hons)

Dr Sharon J Drewett: GMC Code - 3334038

MB ChB 1990 (Bristol) MRCGP 1995 DCH 1993 DRCOG 1994

Dr Thomas Agombar: GMC Code - 6050495

MB ChB 2002 (Leeds) MRCGP 2009 DGM 2005 BSc 1999

Dr Liza C Pickett: GMC Code - 3189056

MB ChB 1986 (Oxford) MRCGP 1990 DCH 1991 DRCOG 1990

Dr Jonathan Dixon: GMC Code - 6155481

MB ChB 2007 (Birmingham) DRCOG 2011 MRCGP 2012

Dr Nicola L Wilson: GMC Code - 6096630

MB ChB 2004 (Manchester) MRCGP 2008 DRCOG 2006

Dr Lesley Macmorland: GMC Code - 2573566

MB BS 1982 (Guys) DA 1985 DRCOG 1987

Dr Sarah Hepple: GMC Code - 6029117

MB ChB 2001 (Liverpool) MRCGP 2009 MRCP 2005 DFFP 2009

ADDITIONAL PRACTITIONERS

Dr Natalie D Towle: GMC Code - 3542204

MB BS 1991 (London) BSc DGM MRCGP 1997 DRCOG 1995

The practice undertakes the teaching and training of health care professionals or persons intending to become health care professionals.

CHURCHDOWN SURGERY

THE PRACTICE

The practice was originally established in 1900 by a Dr R D Moore and moved to the present custom-built surgery in 1965. The surgery was extensively altered and expanded in 1984 and again in 1994.

The surgery premises are centrally placed in the practice area at St John's Avenue, Churchdown in between the shopping parade and the dental surgery.

The practice team includes ten doctors - nine partners, a salaried doctor, GP and Nurse trainees, a practice manager - Mrs Trudy Morris, Mrs Marie Altham & Mrs Lorraine Byres - advanced nurse practitioners, five practice nurses, two health care assistants, two phlebotomists, four medical secretaries, five administration assistants, a practice nurse administrator, a reception manager and nine receptionists. A team of community-based district nurses, health visitors and midwives also work from within the practice.

THE PRACTICE AREA

The practice can only accept patients from Churchdown, Innsworth, Down Hatherley, Norton, Boddington and Staverton. If you change your address or telephone number please notify us. If you move out of our area, you will need to register with another practice. If you change your name, address or contact telephone number please inform the practice as soon as possible.

HOURS OF OPENING

Monday to Thursday	8.00am - 1.00pm and 2.00 - 6.30pm
Friday	8.00am - 1.00pm and 2.00 - 6.00pm

ACCESS

We have suitable access for wheelchair users.

The practice has a disabled parking space outside the practice with dropped kerb access to the pavement opposite the main entrance, which has automatic doors to the ground floor. The practice does not have a lift. Doctors who have surgeries upstairs will always consult patients in a ground floor consulting room when required, please let reception know when booking an appointment.

REGISTERING WITH THE PRACTICE

Patients are registered with the practice and are free to see a doctor of their choice; however our practice has personal patient lists to encourage patients to see the same doctors to facilitate continuity of care. The practice will endeavour to comply, however if this is not possible and if this were to be the case, an explanation will be offered.

REGISTERING WITH THE PRACTICE

To register with the practice, please visit or contact the practice and reception will be happy to assist you. If you have your medical card, please bring this with you and, if registering children, their history of immunisations if possible.

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HOURS OF OPENING

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Fri	9.00am-1.00pm 2.00pm-6.00pm
Sat	9.00am-1.00pm

- ⊕ Free Repeat Prescription Collection and Delivery Service
- ⊕ Specialist Service To Nursing Residential Homes
- ⊕ Ostomy Free Delivery Service
- ⊕ Private Consulting Area
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- ⊕ Invalid Aids Available
- ⊕ Homoeopathic Remedies

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info@livewellathome.co.uk www.livewellathome.co.uk
tel 01242 258247



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When every day is a little challenging, we make living at home easy.

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For more information on all our services, or for a no obligation assessment of your needs call us on 01242 258247 or visit www.livewellathome.co.uk

Advertising Feature

THE PRACTICE ACCEPTANCE POLICY

In line with countywide guidance, Churchdown Surgery has implemented a Practice Acceptance Policy, which requires the patient to produce documentation to confirm their entitlement to free NHS Primary Care Treatment when they apply to register with our practice. In order to avoid discrimination, this policy will apply to all patients requesting to register either permanently or temporarily.

Patients are requested to present two forms of identification/proof of residency when registering, these can include: -

- Passport
- Driving License
- National Insurance Card
- NHS Card
- Recent Bank Statement
- Recent Utility Invoice
- Correspondence from a Government Body

We would like to thank patients for their co-operation and assistance with this matter.

NEWLY REGISTERED PATIENTS

All newly registered patients will be offered an appointment with the health care assistant (or doctor if needing medication) for a routine healthcare examination.

HOW TO MAKE AN APPOINTMENT TO SEE THE DOCTOR OR NURSE PRACTITIONER

Appointments & Telephone Consultations

Consultations are by appointment only. You can make an appointment by calling at the surgery or telephoning our automated telephone service on 01452 899762 between 8.00am - 6.00pm Monday to Friday. Surgery telephone lines are closed to routine calls between 1.00 - 2.00pm.

The practice offers 50% of its appointments bookable in advance with the remainder bookable on the day. If you are unable to make an appointment, please contact reception as soon as possible as this appointment can be offered to someone else. The practice also offers telephone consultations for patients who feel they do not need to see the doctor face to face. These are also bookable on the day and in advance.

If all the appointments have been booked and a patient feels they need to be seen that day, the nurse or doctor will ring them back to assess the urgency of their request and book the appointment as necessary. We must ask patients to use the system sensibly; please do not ask for appointments for simple viral infections unless symptoms are severe or persistent. If you have a problem that you feel would take longer than a normal appointment, please mention this when booking.

Please do not ring for routine appointments or routine enquiries in the mornings as this is the surgery's busiest period. This will enable patients who require a same-day appointment or urgent visit to access the surgery quicker.

A template of the surgery times is displayed towards the back of this booklet.

Book and Cancel your Appointment Online - Patient Services is the name of the system being used by Churchdown Surgery to allow you to view, book and cancel appointments and order repeat prescriptions, from the convenience of your own computer at home.

To sign up to this service you will need to visit the surgery and request an online registration form.

Once completed with some personal information to allow us to verify your identity a receptionist will print off a registration form with your username and password. This will enable you to access the online appointment booking and prescription request services.

The doctors and nurses can give advice on the telephone if you do not think an appointment is necessary. You will be asked for your telephone number for the doctor/nurse to ring you back when convenient. Please inform us of any changes to your telephone number - this can save a lot of time.

HOME VISITS

Doctors will visit patients in their own homes when this is required. In order to meet the needs of all our patients, it is important that doctors are not called unnecessarily to visit patients at home. Home visits should be reserved for patients who are physically too unwell or lack the mobility to attend surgery. The majority of patients, including children with acute illness, can be brought safely to surgery where they can be examined without significant delay.

This also applies to the out-of-hours GPs' on-call service where patients should attend the treatment centre whenever possible. Lack of transport should not be generally used as the reason for a visit request.

For home visits during surgery hours, please ring the surgery to request this as early as possible on the day (preferably before 10.30am, though we do appreciate that if someone is taken ill later in the day, the visit request will be later).

NIGHTS AND WEEKENDS

NHS 111 handles medical emergencies outside the normal working day and can be contacted free of charge by telephoning: 111.

We will receive information from the out-of-hours service about any contact you may make with them.

CANCELLATIONS

Please inform us as soon as possible if you do not need your appointment, so that we can offer it to someone else.

CHAPERONE POLICY

Any patient undergoing an intimate examination, should have a member of the nursing team present as their chaperone, unless they request otherwise. On rare occasions it may not be possible to arrange this and in that case another appointment will be offered when a suitable chaperone will be available.

PHARMACIES & THE MINOR AILMENT SCHEME

Pharmacists (chemists) are a great source of health advice and information: -

- They are experts in medicines and how medicines work
- They can help you decide if you need to see a doctor
- They can give you advice about how you can treat and look after yourself.

They can help with: -

- Medicines – Dispensing them, telling you how to use them safely, advising you on alternatives, undertaking a medicines review and providing a safe place where you can get rid of old or out of date medicine
- Contraception – Emergency hormonal contraception, or 'the morning after pill', is available from your local pharmacist

- Minor ailments – Many treatments are available for a range of minor ailments without needing to see your doctor. You should see your pharmacist for advice on the following symptoms: - acute pain, earache, headache or temperature; sore throat; cough; cold sores; athlete's foot; colds, flu-like symptoms or nasal congestion; conjunctivitis; constipation; cystitis; dermatitis, dry skin or an allergic-type skin rash; diarrhoea; head lice; haemorrhoids; heartburn or indigestion; infant colic; mouth ulcers; nappy rash; oral thrush; scabies; sprains and strains; teething; threadworms; vaginal thrush; hay fever; and bites and stings.

To find out if a pharmacist can help you with your ailment, visit www.asapglos.nhs.uk or download the ASAP Glos NHS mobile app from the app store.

- Advice on your health – pharmacists can also help with quitting smoking, tests for Chlamydia
- You can talk to your pharmacist in confidence – even about the most personal symptoms – and you don't need to make an appointment.

To find your nearest pharmacy use our service finder or search through NHS Choices.

Most pharmacies are open six days a week but during bank holidays opening times may vary

Please see below a direct link to the pharmacies participating in the Minor Ailments scheme.

https://ccgive.glos.nhs.uk/intranet/index.php?option=com_k2&view=item&id=1185:pharmacies-providing-urm-service

CHOICE PLUS

Churchdown Surgery is participating in a Gloucester scheme called 'Choice Plus', which provides additional GP appointments for patients with acute on the day problems at various locations in the county.

ADVANCED NURSE PRACTITIONERS

Marie Altham & Lorraine Byres

Marie and Lorraine work alongside our doctors and has the advanced skills and knowledge in diagnosing, treating and referring of undiagnosed conditions, with the added skills of being an independent nurse prescribers. Marie and Lorraine will see patients with acute/on the day conditions such as: -

- Cough / chest infection
- Sore throat
- Ear infection
- UTI - Urinary infection
- Flu like illnesses
- Rash
- Acute illnesses in children aged 3 months - 5 years
- Strained joints
- Simple back pain in patients aged under 50 years of age
- Conjunctivitis
- Simple abdominal pains in patients aged under 50 years of age
- Asthma / COPD
- Sinus
- Impetigo
- Gout
- In growing toenails
- Infected wounds
- Cellulitis
- Family planning.

Marie is also able to fit and remove contraceptive implants.

EXTENDED HOURS

The practice offers pre-bookable appointments for those patients who are unable to attend the surgery during routine opening hours.

These appointments can be booked both within 48 hours and in advance of 48 hours up to one week ahead for the following hours:

Monday - Thursday Evenings 6.30 - 7pm
Wednesday & Friday Mornings 7.30 - 8.00am

These appointments are for patients who commute or are unable to leave work during the course of the day. This is not a walk in/emergency clinic for any appointments, if an emergency arises please contact the Out of Hours Service or Emergency Services as appropriate.#

OUT OF HOURS AND HEALTHCARE ADVICE

NHS 111 is a telephone service staffed by nurses, giving confidential healthcare advice and information 24 hours a day. Telephone number 111.

TEACHING & TRAINING

Churchdown Surgery is a training practice and welcomes Foundation doctors and GP trainees to our team for blocks of 4 to 12 months. These trainees are fully qualified doctors who are undertaking further specialist GP training and bring a wealth of knowledge and enthusiasm to the practice.

Drs. Sharon Drewett & Tom Agombar are the approved GP trainers, with the whole practice team involved in supporting the training.

The practice also facilitates the training and support of medical students for which Dr. Natalie Towle is our approved trainer.

At times you may be asked if you mind having a GP trainee or medical student sitting in during a consultation and on occasions the videoing of consultations is required for training purposes. This is a valuable learning experience for trainees (and us!). Consent is required and full confidentiality maintained. If you would prefer this not to happen, your wishes will be respected and this will not affect the care you receive.

The practice also welcomes other trainees and students, such as nurses and paramedics, and also 6th formers undertaking work experience as part of their application to study medicine at university.

THIS GENERAL PRACTICE IS RESEARCH ACTIVE

Churchdown Surgery conducts high-quality clinical research, which helps us to keep improving NHS care by finding out which treatments work best. In this practice, you might be asked to take part in a clinical research study. Alternatively, ask Marie Altham, our advanced nurse practitioner about clinical studies suitable for you. Taking part in a clinical research study is voluntary and can be a rewarding experience.

REPEAT PRESCRIPTIONS

You can request a repeat prescription by:-

- Using our online service via our website www.churchdownsurgery.co.uk and sign up to this service you will need to visit the surgery and request an online registration form. Once completed with some personal information to allow us to verify your identity a receptionist will print off a registration form with your username and password. This will enable you to access the online appointment booking and prescription request services.

- Handing in your repeat at the reception desk
- Sending your request to us by post. If you would like your prescription to be sent to you in the post, please enclose a stamp addressed envelope.

When ordering your prescription, please use the drug name as printed on your repeat prescription list. If the wrong name is used this can delay the prescription.

Repeat prescriptions will be available for collection two working days after ordering; please order them in good time.

To avoid error and confusion, we do not accept requests over the telephone. We are fully computerised and whenever you receive a repeat prescription you will also receive a counterfoil, which details all your medication. Please use this to order any repeat medication.

Patients who are on repeat prescriptions may, at regular intervals, be asked to make an appointment to see their doctor or to book a telephone consultation for a review of their medication.

Local chemists will deliver to housebound patients by arrangement with the chemist.

Patients with certain medical conditions can get free NHS prescriptions if they hold a valid medical exemption certificate, more information regarding this can be found via the internet at <http://www.nhsbsa.nhs.uk/healthcosts>.

Information on Prescription Exemption and Prepayment Certificates is available at the reception desk.

MORE INFORMATION

Department of Health Information on Prescription Exemption

Patient UK Information on "Who is entitled to free prescriptions", "Who can get a Prescription Exemption Certificate" and information on Prepayment Certificates.

Please help us to keep the system working by not abusing the services we offer. Our receptionists are fully trained and try to do a difficult job as well as possible. They have to establish the urgency of your request, so try to give them the necessary information.

PATIENT RESULTS

When you have a blood test or x-rays you will be told either to make an appointment or phone for your results. Most blood and urine tests take between three and 10 days and an x-ray about 10 days to arrive.

The results team can be contacted via our automated telephone service on 01452 899762 Monday to Friday from 10.00am - 1.00pm.

Patients over 16 years of age must telephone for their own results. This is unless the practice was notified at time of consultation that a named person would telephone on their behalf.

MEDICAL SECRETARIES

Sue, medical secretary to Drs. Halliday, T. Macmorland, Drewett and Towle can be contacted via our automated telephone service on 01452 899762

Joanne, medical secretary to Drs. Dixon, Wilson & L. Macmorland can be contacted via our automated telephone service on 01452 899762.

Jenny, medical secretary to Drs. Agombar, Pickett & Hepple Nurse Practitioner and training GPs, can be contacted via our automated telephone service on 01452 899762.

If any of the above members of staff are unable to take your call, you will receive a voice message requesting you to leave your name, number, a brief message and they will call you back. If at any time your call is urgent and a secretary is unable to take your call, please contact reception via our automated telephone service on 01452 899762.

For all other enquiries please telephone: 01452 899762.

PRACTICE NURSES

Sister Jane Dalrymple -	Registered General Nurse, Diploma in Reproductive Health & Contraception Issues, Diploma in Asthma Management & Diploma in Chronic Obstructive Pulmonary Disease
Sister Tanya Hoare -	Registered General Nurse, Diploma in Diabetes Management
Sister Julia Inch -	Registered General Nurse, Diploma in the Secondary Prevention of Coronary Heart Disease
Sister Katie White -	Registered General Nurse, Diploma in Asthma Management
Sister Jane Hollman -	Registered General Nurse, Diploma in Asthma Management

ADVANCED HEALTH CARE ASSISTANTS

Miss Lyndsey Millar - NVQ 3 in Health Care
Mrs Claire Taylor

PHLEBOTOMIST

Mrs Beryl Arnold & Mrs Janet Day

HEALTHCARE SUPPORT WORKER

Mrs Janet Day - Smoking Cessation Support
Services Available

PRACTICE NURSES' APPOINTMENTS

Appointments are available every weekday from 8.00am - 6.00pm (Fridays 4.30pm). These are bookable in advance using a different system to that of the doctors.

Family Planning (FP)

We offer a full range of contraceptive services including emergency contraception (e.g. the 'morning after' pill). Marie & Lorraine, our advanced nurse practitioners fit and removes contraceptive implants. Please request a telephone consultation with Marie to discuss this prior to booking the appointment. The fitting of coils (IUCDs) is carried out by Dr Drewett and Dr Wilson. Please book a telephone consultation with the doctors to discuss this prior to the appointment being booked. The removal of coils is undertaken by Marie & Lorraine, our advanced nurse practitioners.

Sexual Health Clinic

On Tuesday afternoon's from 3.30 - 4pm Marie undertakes a sexual health drop in clinic at the surgery for young people aged 15 - 25 years of age. These appointments are either drop-in without an appointment or pre-book in advance, giving greater flexibility in gaining access to sexual health services. This clinic is to encourage young people to attend and to work proactively to reduce the stigma around asking for help, advice, diagnosis and treatment in relation to sexual health.

Diabetic Clinics

Sister Tanya Hoare, Julia Inch, Katie White & Jane Hollman lead these clinics to ensure regular monitoring and treatment of our diabetic patients.



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Mrs J Handley BDS 1984
Mrs S Suthagar BDS 1993

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OPENING HOURS:

Monday to Thursday 8.00am - 6.00pm
Friday 8.30am - 1.00pm
Saturday 9.00am - 1.00pm

Tel: (01452) 712274
22 St Johns Avenue, Churchdown

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To place an eye-catching advertising feature in our vitally important Practice Booklets and our indispensable Appointment Cards simply phone Veronica Smith now on **0800 612 1516**

Asthma Clinics

Sister Jane Dalrymple, Katie White & Jane Hollman lead these clinics to ensure regular monitoring and treatment of our asthmatic patients.

Leg Ulcer Clinics

The practice and district nursing team lead these clinics to ensure the treatment for patients with a leg ulcer.

Cervical Smears

We participate in the national computerised cervical recall system. Routine smears are recommended every three years from the age of 25 until 50 and every five years thereafter until the age of 64.

Blood Tests

The practice's phlebotomist and health care assistant hold clinics for patients needing blood tests.

Medication Requiring Regular Blood Tests

The phlebotomists and health care assistants will undertake the taking of blood for patients requiring this service.

ECG Recording And Hearing Tests (Audiograms)

The health care assistant performs these at the request of the doctors.

Ear Syringing

This is undertaken by the healthcare assistants and after the patient has used olive oil for 14 days. The nurses are unable to undertake ear syringing unless this procedure has been undertaken.

Influenza Vaccinations

The practice offers influenza vaccinations each year to any of the following patients:

- Aged 65 or over;
- Under 65 who have diabetes, asthma, chronic chest disease, kidney or heart disease and disorders of their immune system.

This is normally undertaken in October and patients will be notified in advance of the arrangements. Please try to assist the practice in any arrangements made for the undertaking of any clinics.

Pneumococcal Vaccinations

The practice offers pneumococcal vaccinations each year to any patient aged 65 or over and those under 65 who have the above.

Shingles Vaccinations

The practice offers the shingles vaccine as part of the NHS vaccination programme to patients aged 70, 78 & 79 years of age. Please contact reception to enquire about eligibility for this free vaccine.

Baby And Child Health

Baby and child health vaccinations are undertaken in the surgery. You will receive notification by post requesting for an appointment to be made with our practice nurse.

Foreign Travel Vaccinations

To help our nursing team provide a concise and streamline plan of healthcare for travelling, patients are asked to visit the website www.fitfortravel.nhs.uk and print off a health brief. Select the country you are visiting from the drop down menu under 'destinations' and select 'print this page' at the bottom of the screen. When you have printed your journey information please contact the surgery and request a telephone consultation with the practice nurse at the surgery, at least 8-weeks prior to travelling. The practice nurses will then book the appropriate appointment to have any necessary advice and travel vaccinations. This timescale will allow the nurse to plan an immunisation schedule around the health brief as advised by the website. Bring all the documentation from the website and any relevant record cards of previous immunisations, this is very important. This service provided by our nursing team includes any travel advice, immunisations and Malaria prophylaxis.

The following vaccinations are available free of charge to patients under the NHS: -

- Tetanus with Diphtheria & Polio
- Typhoid
- Hepatitis A

The following vaccinations are not covered by the NHS and a charge is required, which must be paid prior to your first appointment as the practice will need to purchase them in advance:

- Meningitis ACWY
- Hepatitis B
- Cholera
- Rabies

Smoking Cessation

This very successful service is available for patients wishing to give up smoking and appointments are to be booked with Janet, our smoking cessation advisor.

Alternatively, the Gloucestershire NHS Stop Smoking Service has a team of adviser's on-hand to provide support and advice. Gloucestershire NHS Stop Smoking Service helpline: 0300 421 0040.

MISCELLANEOUS SERVICES

These include: -

- The removal of sutures and various procedures undertaken by the practice nurses;
- Information regarding screening services available from resources within the practice;
- Patients on specialist medication being monitored by their usual GP.

Minor Surgery

All doctors are approved for minor surgical procedures. Any patients referred for minor surgery are to be booked via the administration team at the request of a doctor.

In addition, all doctors undertake cryotherapy (ie freezing) of warts and other appropriate lesions in routine surgery by appointment.

District Nurses

The district nursing team provides care for patients who are housebound or have a nursing need that makes a home visit appropriate.

They provide a wide range of nursing skills, advice and support to both patients and carers. The team are based at Stokes Hay Nursing Base and can be contacted via the surgery or on 01452 712975 (answerphone).

Midwives

Midwifery clinics are held on Tuesday, Wednesday & Thursday afternoons at the surgery for routine antenatal care.

The doctors will see patients for their postnatal check Midwives

Community midwives are based at Gloucester Hospital but hold antenatal clinics at the surgery weekly. The support and care provided for women in the antenatal period also includes parent craft classes. They conduct home deliveries and provide postnatal care and support for a maximum of 28 days if necessary.

The midwives can be contacted on 0300 422 5128 or their work mobile phones.

Health Visitors

The health visitors are based at Stokes Hay District Nurses Base, Cheltenham Road East, Churchdown, Gloucester GL3 1HX.

They give advice on healthy living, particularly to families with children of pre-school age.

They undertake routine developmental assessments of children and can be contacted on 01452 859901

Monday to Friday between 9.00am - 4.30pm. They also have an answerphone.

Mammography (Breast Screening)

The surgery participates in the Gloucestershire Breast Screening Programme every three years for women aged 50-65 years.

Non-NHS Examinations

Private certificates, medical examinations for special purposes e.g. elderly drivers, HGV drivers, pre-employment, fitness to undertake sports or to travel etc will be provided by your doctor. The NHS does not cover these and there will be a charge for this service. Please make arrangements with your doctor's medical secretary. If you are attending for a life assurance examination, the company will be responsible for the fee. These are done outside of normal surgery hours.

Non NHS Administration Requests

It is not possible to provide all services under the National Health Service.

If a patient requires, for example, any medical information for housing, benefits, schools, exams, universities, nurseries, work etc. – a written request must be submitted to your usual GP (preferably from the requesting organisation e.g. school, work, benefits dept.) explaining the exact nature of the information required, with the consent of the person concerned. A fee ranging from £16.50 - £58.50 dependant on the nature and complexity of the request will be charged for this service and is payable in advance. Any request will be ready for collection after 5 working days from when the payment is received. However, as this is a non NHS service, GPs are under no obligation to undertake this work as NHS clinical work is their priority.

The practice does not complete driving licenses, passport countersignature and shotgun certificates.

Violent and Abusive Patients

The NHS will not tolerate violence or abuse towards any staff, persons present on the practice premises or in the place where treatment is provided. Patients may face police charges resulting from an incident and will not be seen by any local practice. Any such patient will have to travel to Gloucester to the Vaughan Centre to receive further GP services.

Patient Participation Group

Are you interested in finding out more about Churchdown Surgery? Would you like to influence the development of local health services?

Churchdown Surgery has a Patient Participation Group, whose purpose is to seek patient's views and

involvement in the services the practice provides, and to act where possible on the views of our patients. The practice is looking to gain engagement especially from under-represented groups, particularly teenagers and parents of school age children and under. If you would like to volunteer to join this new group, to discuss your ideas and hear about planned changes please contact the surgery.

FAMILY & FRIENDS TEST

In December 2014 the practice implemented the Family & Friends Test, which in January 2015 became reportable to NHS England. This test is a feedback tool to gather useful information from our patients who use our services to identify areas where improvements can be made so practical action can be taken and inform current and prospective patients about the experiences of those who use our practice.

If any patient would like to feedback about their recent experiences of our services and how likely you are to recommend our GP practice to friends and family if they needed similar care or treatment please visit reception to collect a form or visit our website where this can be submitted electronically.

The practice also has a suggestion box in reception for any patient who wishes to use this facility.

COMPLAINTS & SUGGESTIONS

We operate a practice complaints procedure to deal with complaints about the services we provide; details of our procedure are available at reception. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. If you are unhappy with anything that has happened to you in the practice and would like to offer any suggestions about how this might be put right, please discuss either verbally, in writing or via a mediator to the practice manager.

The independent advocacy services, e.g. PALS are also available for support and advice.

GENERAL MEDICAL SERVICES

Our practice GMS Contract is held by the NHS England Commissioning Board. They can be contacted by:-

- Telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).
- Email: england.contactus@nhs.net
- Post: NHS England, PO Box 16738, Redditch, B97 9PT

FREEDOM OF INFORMATION

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the classes of information the practice intends to routinely make available. If you wish to apply for a copy, please contact the practice manager.

MEDICAL INFORMATION & THE DATA PROTECTION ACT

We need to keep information about you so that we can provide the best possible health care. Details of your name, address, date of birth, next of kin as well as your medical history are kept on our computer records and on paper records. These records include contacts you have had with the surgery, clinical notes, hospital letters, laboratory and x-ray results, casualty attendance and details of attendances at other doctors' surgeries. Having accurate up-to-date information means that doctors, nurses and other health care professionals can give the correct sort of care and treatment.

We have a legal responsibility to keep all this information held about you confidential. Our obligations (and that of other health professionals who work with us) are set out in the Data Protection Act 1998. This Act also sets out your own rights.

There may be times when we need to share information about you with other people who are involved in your medical care. The sharing of medical information is covered in the Act. It states that the sharing of sensitive, patient-related information is allowable for medical purposes as long as it is shared with a health professional – e.g. GP, nurse or health visitor, or a person who, though not a health professional, has a responsibility to preserve confidentiality – e.g. practice administration staff.

Information from your medical records is sometimes requested for use in research and statistical analysis. In the Data Protection Act the use of information for medical purposes is defined to include preventative medicine, medical diagnosis, medical research, the provision of care and treatment and the management of health care services. Wherever possible the gathering of information used for such purposes is done anonymously. This information can then be passed on to organisations such as universities, research institutions, hospitals and other places with a legitimate interest in the information.

This sort of information is very important as it can be used to measure how well we are addressing health issues.

Where medical information is used for this purpose, strict measures are taken to ensure that individual patients cannot be identified. Sometimes, however, it is not possible to use anonymised information, but in this event any release of information would only take place with your consent, unless the law required that it be passed on in the interest of public health.

Everyone working within the NHS and within our own surgery has a legal duty to keep information about you confidential.

We will not disclose information about you to any third parties without your permission unless there are exceptional circumstances such as when the health and safety of yourself or others is at risk or where the law requires information to be passed on. Sometimes other people outside the NHS (eg Social Services) may be involved in your care. We may need to share information about you so that we can all work together for your benefit. This will only be done where there is a genuine need.

Anyone receiving information from us is also under a legal duty to keep it confidential.

SUMMARY CARE RECORD

There is a new Central NHS Computer System called the Summary Care Record (SCR). It is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had.

Why do I need a Summary Care Record?

Storing information in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed.

This information could make a difference to how a doctor decides to care for you, for example which medicines they choose to prescribe for you.

WHO CAN SEE IT?

Only healthcare staff involved in your care can see your Summary Care Record.

How do I know if I have one?

Over half of the population of England now have a Summary Care Record. You can find out whether Summary Care Records have come to your area by looking at our interactive map or by asking your GP Do I have to have one?

No, it is not compulsory. If you choose to opt out of the scheme, then you will need to complete a form and bring it along to the surgery. You can use the form at the foot of this page.

MORE INFORMATION

For further information visit the NHS Care records website or the HSCIC

SECONDARY USE OF PATIENT IDENTIFIABLE DATA

Using information about the care you have received, enables those involved in providing care and health services to improve the quality of care and health services for all. The role of the Health and Social Care Information Centre (HSCIC) is to ensure that high quality information is used appropriately to improve patient care.

NHS England has therefore commissioned a programme of work on behalf of the NHS, public health and social care services to address gaps in information. Their aim is to ensure that the best possible evidence is available to improve the quality of care for all.

It is important that the NHS can use this information to get a complete picture of what is happening across health and social care and to plan services according to what works best. The new system will provide joined-up information about the care received from all of the different parts of the health service, including hospitals and GP practices.

Your date of birth, full postcode, NHS Number and gender rather than your name will be used to link your records in a secure system, managed by the HSCIC. The type of information shared, and how it is shared, is controlled by law and strict confidentiality rules.

Sharing information about the care you have received helps the NHS to understand the health needs of everyone and the quality of the treatment and care provided and reduce inequalities in the care provided. If you are happy for your information to be used then you do not need to do anything. But if you have concerns or if you do not want information that identifies you from being shared outside your GP practice, as described here, please contact reception.

CLAIMS VERIFICATION

This practice may from time to time be the subject to a visit from the Care Quality Commission, Gloucestershire Clinical Commissioning Group or locality practice based commissioning executive, in order to ascertain that our claiming procedure is processed correctly. In order to carry this out, access to patients' records is required. Should you have any objection to this, please let the practice manager know.

ACCESS TO YOUR OWN MEDICAL RECORDS

Under the Data Protection Act 1998 you are allowed to find out what information is held about you on computer and in certain manual records (right of subject access). This applies to your medical records. If you wish to access your records, you should speak to the practice manager or your GP and you will need to put this request in writing.

You may apply to the hospital to receive some hospital records or to other organisations where you have been or are being treated. You are entitled to receive a copy of your records but this will incur a charge. You should be aware that in certain circumstances your right to see some details in your records may be limited in your own interest or for other reasons.

Further information about the Data Protection Act can be obtained from the office of the Information Commissioner. The helpline telephone number is 0303 123 1113 visit the website: <https://ico.org.uk>

SERVICES AVAILABLE BY SELF REFERRAL

- **Turning Point:** - For Drugs And Alcohol Counselling: 0300 123 1512
- **The YST (Youth Support Team) Substance Misuse Service**

The YST (Youth Support Team) Substance Misuse Service works throughout Gloucestershire offering a free specialist service for children and young people under the age of 18 with alcohol and substance misuse problems. You can refer yourself by dropping into one of our Youth Support Centres (see website), call 01452 547540, text 07801 612246, email SAS.Referrals@prospects.co.uk or be referred by your school, social worker, family

- **Physio Direct**

A telephone service that has been set up to provide early advice and management for adults with back/ neck/ joint problems or following injuries. Please call: - 0300 422 8128 Monday to Friday 9am – 4pm and a Chartered Physiotherapist based at Gloucestershire Royal Hospital will call you back.

- **Lets Talk**

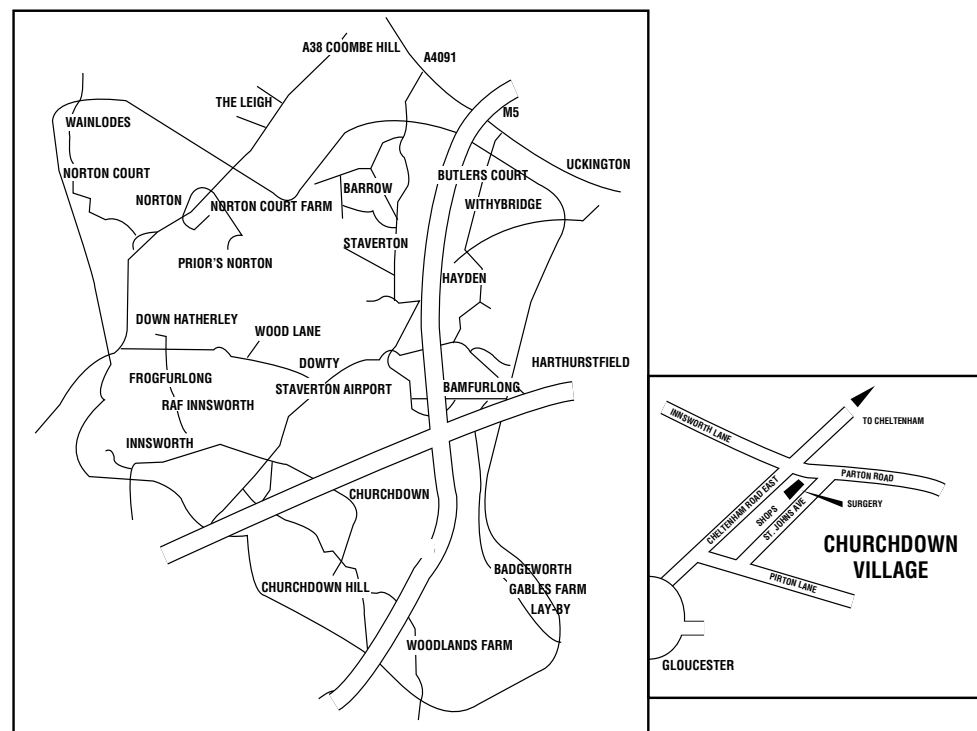
One in four of us experience a mental health problem at some point in our lives. If you feel down, anxious, distressed or angry – remember you are not alone and help is at hand. Not feeling yourself? If you have any concerns about your mental or physical health you can speak with your GP. Let's Talk professionals are also available by calling 0800 073 2200 between 9:00 am and 5:00 pm Monday to Friday.

SURGERIES BY APPOINTMENT ONLY

Surgery Hours	Monday	Tuesday	Wednesday	Thursday	Friday
	Drs	Drs	Drs	Drs	Drs
Morning	Halliday T Macmorland Drewett Dixon Towle	Halliday T Macmorland Drewett Agombar Pickett Dixon Hepple	Halliday T Macmorland Drewett Dixon Wilson L Macmorland Towle	Halliday T Macmorland Agombar Pickett Dixon	Halliday T Macmorland Drewett Agombar Pickett Dixon Wilson L Macmorland Hepple
	Drs	Drs	Drs	Drs	Drs
Evening	Halliday T Macmorland Drewett Dixon Wilson L Macmorland Towle	T Macmorland Drewett Agombar Pickett Dixon Hepple	Halliday Wilson L Macmorland Towle	Halliday Agombar Dixon Wilson Hepple	Duty Doctor Urgent Cases Only 4.30pm-6.00pm

The surgery premises are open: Weekdays: 8.00am - 6.30pm (6.00pm Fri)
Additional appointments may be available by doctors employed by the surgery.

PRACTICE BOUNDARY MAP



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