



## Bradford on Avon & Melksham Health Partnership

**The Health Centre:**

Station Approach  
Bradford-on-Avon  
Wiltshire BA15 1DQ

Tel: 01225 866611  
Fax: 01225 868493

**Winsley Health Centre:**

73A Tying Road  
Bradford-on-Avon  
Wiltshire BA15 2JW

Tel: 01225 860003  
Fax: 01225 869327

**St. Margaret's Surgery:**

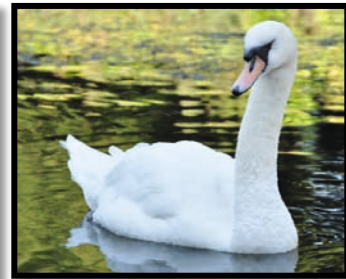
Bridge Street  
Bradford-on-Avon  
Wiltshire BA15 1BY

Tel: 01225 866611  
Fax: 01225 868493

**St. Damian's Surgery:**

Spa Road  
Melksham  
Wiltshire SN12 7NZ

Tel: 01225 898490  
Fax: 01225 898499



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

**Out of Hours Emergency Service – Dial 111**

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For Quick & Easy Reference**

2013/14 Edition

**The Health Centre  
Dental Practice**



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Contact us for a no obligation consultation  
We are always happy to help



Station Approach  
Bradford on Avon  
Wiltshire BA15 1DQ

**Tel: 01225 860038**  
[www.boadental.co.uk](http://www.boadental.co.uk)

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# A Warm Welcome from Our Team

Welcome to our Practice. We are very proud of the services we provide and hope we are able to fully support the health needs of you and your family.

We are continually looking to develop our services and welcome any comments you may wish to make.

This Practice information booklet provides you with an introduction to our comprehensive range of services. Our staff will be happy to provide you with any further information that you may require and will be happy to answer any questions that you may have.

Our Practice continues to develop and evolve so please get in touch if you have any medical needs not covered in this brochure.

If you have access to the internet you may like to visit our website [www.boamhp.co.uk](http://www.boamhp.co.uk) as we regularly update the information provided there.

This publication is available in large print. It can also be translated into another language on request.



For up to date information, please visit our website:

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

# Our Mission Statement

*'To ensure the highest standard of family care and to offer patients continuously improving and appropriate access to health care professionals'*

## Commitment statement to each other

### We ask that you:

- Do what you can to look after your own health and follow advice on a healthy lifestyle
- Let us know of any change of name, address, telephone/contact number or next of kin for yourself and all close family members, as soon as possible, as we may need to contact you/them urgently on occasion. A consent form can be obtained from Reception if you would like any specific individuals to have access to certain information in your medical records
- Care for yourself when appropriate. The Doctors of the Practice have composed a helpful information guide on how to treat common ailments such as coughs, colds and sore throats. This guide can be found on the Practice website or a hard copy can be obtained from Reception for those who do not have internet access. Please refer to page 18 of this booklet for further information
- Listen carefully to advice on your treatment and medication. Tell the GP about any treatment you are already taking and inform us if you do not understand or are unclear about your treatment. There are a range of information leaflets available at the Practice, please ask a member of the Reception team who will be more than happy to help if you require assistance
- Keep your appointment or let us know as soon as possible if you cannot make it
- Only request a home visit if the patient's medical condition prevents them from attending the Practice – please telephone before 10.30am if possible
- Only contact the Out of Hours Service if the patient's medical condition cannot wait until the next time the surgery is open
- Treat us with courtesy and respect and be patient when we are busy – please understand that some emergency situations may take priority
- Return any equipment that is no longer needed
- Be aware that some certificates, reports, vaccinations and medical examinations are not covered by the NHS. These, therefore, carry a fee and a list of charges is available at Reception. Please accept that you may be asked for payment in advance
- Do not smoke or use your mobile phone in the building
- Be aware that appointment staff will ask for the nature of your problem, prior to booking an appointment. This ensures you are seeing the best and most appropriate clinician or may even be helped straight away by another member of the Practice team

We operate a Zero Tolerance Policy for abusive and aggressive behaviour on Practice premises. Any patient reported as having been abusive or displaying aggressive behaviour to any member of our team may be removed from the Practice list.

## **Our Promise to You:**

When receiving our services you are entitled to expect:

- A high quality of care and treatment that is easily accessible
- Dignity and respect at all times and to be treated as an individual
- Staff to address you in the manner of your choice
- Privacy and confidentiality
- Respect for your religion and culture
- Whenever possible you and your relatives or carers, if you wish, to be involved in making choices about your care
- Clear explanations about your care and treatment and an opportunity for you to ask questions

You can be assured that you will:

- Receive care without discrimination
- Be given a full explanation where there is any undue delay in your care
- Receive a second opinion if you request it and if it is considered clinically appropriate
- Be allowed to choose whether or not to participate in clinical trials and student training

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different Practice. The Practice also has the right to remove the patient from their list. This would generally only follow a warning as we would normally give the patient a specific reason for the removal.

## **Patient Participation Group (PPG)**

The PPG is a group of patients and Practice staff who meet at regular intervals to agree ways of making a positive contribution to the services and facilities offered by the Practice to the patients.

### **Purpose of the PPG**

- To foster and maintain a good relationship between the Practice and you
- To give patients and Practice staff the opportunity to discuss topics of mutual interest, and to make positive suggestions about the Practice and their own healthcare
- To encourage health education activities within the Practice
- To develop self-help projects to meet the needs of fellow patients
- To act as a representative group that can be called upon to influence the local provision of health and social care
- To encourage and welcome involvement of patients from all our surgeries

If you would like to get involved, the date of the next quarterly meeting is on our website [www.boamhp.co.uk](http://www.boamhp.co.uk) or see the notice boards and PPG information leaflet in the waiting room. The PPG can also be contacted by e-mail [ppgboam@orangehome.co.uk](mailto:ppgboam@orangehome.co.uk)

In addition to the PPG, the Practice has also set up a patient voice email group. If you would like to contribute and share feedback, please register your interest by sending an email to [boamhp.patientvoice@nhs.net](mailto:boamhp.patientvoice@nhs.net)



# Who's Who in our Practice?

## Partners

You are able to see any Doctor at the Practice, but for continuity we advise that you see your usual Doctor whenever possible.

**Dr Nigel Gough MBBS (Hons), MRCS, MRCP(UK), MRCGP, DRCOG, D.OccMed - Full Time**

Dr Gough qualified in 1977 and received further medical training at St Thomas' London, Oxford and Southampton, initially specialising in cardiology. Missing the bits above and below the chest, he moved to general practice and has interests in training GPs, occupational and sports medicine. Dr Gough is a keen classical musician, as well as enjoying a wide range of outdoor sports.



**Dr James Heffer BM.BCh, DCH, DRCOG, D.OccMed - Full Time**

Dr Heffer qualified in Oxford in 1982 and trained for general practice in Winchester. He has worked in Bradford on Avon for over 25 years and has five children spread over a 16 year age range. His medical interests include diseases of the nervous system and the relationship between people's work and health. At home, he enjoys music and history.



**Dr Janice Patrick MBBS, MRCGP, DRCOG, Dip.Ther, DFSRH - Full Time**

Dr Patrick qualified in Newcastle in 1988 and migrated south after completing her general practice training in North Yorkshire. Her special interests include respiratory disease. Outside work Dr Patrick enjoys playing tennis, all kinds of music (except jazz!) and she has a keen interest in natural history.



**Dr Nell Wyatt MBBS, MRCGP, DRCOG, DCH, DFFP - Full Time**

Having trained as a Nurse at St Thomas' Hospital, London, Dr Wyatt subsequently qualified as a Doctor in London in 1992. She has worked extensively abroad, including treating patients with wart hog injuries in rural Tanzania. Dr Wyatt joined the Practice in 1997 and her areas of special interest include diabetes, coronary heart disease and clinical research. To relax she loves anything to do with the sea, skiing, travel, gardening, the ballet and opera. She has a lifetime aim to climb (or at least see from afar!) Everest!



## Partners continued

### **Dr Fiona Tees MBBS, MRCGP, Dip Obs NZ - *Part Time***

After qualifying in London in 1986, Dr Tees spent two years working, and enjoying outdoor pursuits, in New Zealand. Working in China fostered her keen interest in acupuncture. Her other professional interests include women's medicine and cancer medicine. She enjoys a wide variety of sports to keep fit.



### **Dr Louise Paterson MBBS, MRCGP, DRCOG - *Part Time***

Dr Paterson qualified at Cambridge and St Thomas's in 1993. She worked in London, Brighton and Bristol as well as spending 18 months in Paris doing Paediatric Ear, Nose and Throat surgery (ENT). Her special interests are ENT and Women's Medicine. She has 3 children and enjoys music, skiing and several outdoor sports.



### **Dr Andrew Chisnall MBBS, MRCGP, DCH - *Full Time***

After qualifying in London in 1986, Dr Chisnall trained in hospital posts in Hertfordshire, Essex and on the Isle of Wight. He was also a GP and Forensic Medical Examiner in Bishops Stortford. Spending 4 years with P&O Cruises failed to cure his wander lust, although 12 months in British Columbia seems to have done the trick. His special interests are rheumatology and paediatrics. He joined the Practice in 2002, is married with three children and enjoys barbershop singing and 5-a-side football.....just like the real thing but without the control, accuracy or speed.



### **Dr Paul Crocker MBBS, DCH, DRCOG, MRCGP - *Full Time***

Dr Crocker initially qualified from Charing Cross Hospital London in 1979 and undertook GP training in Reading. Having experienced several types of general practice he also explored hospice medicine before settling in this area some 15 years ago. His medical interests include paediatrics, dermatology, palliative care and minor surgery as well as GP training. Outside activities include photography and travel - from Grizzly spotting in the Rockies to cycling the canal sides of Amsterdam!



### **Dr Kate Parker MD - *Full Time***

Dr Parker was born, raised and trained as a GP in Belgium, before settling in Wiltshire ten years ago with her British husband with whom she has a young daughter. In Belgium she ran her own single-handed practice for seven years, giving her a wide experience in all aspects of general practice. Dr Parker relaxes by spending time with family and friends, and enjoys reading, camping trips, walking and picnics. She loves almost everything about life in the UK, except a cup of tea!





## Associates Salaried Doctors

### **Dr James Gordon MBBS, MRCGP, BSc - Full Time**

Dr Gordon qualified in 2007 from Imperial College in London before moving to work in the South West. He spent time working in North Bristol and the RUH Bath before completing his GP training in the Bath area. His medical interests include geriatrics, paediatrics and sports medicine. He also enjoys medical education - teaching medical students, junior doctors and nursing staff. In 2012 he was a Doctor as part of the medical team for the Olympics in London. Outside of work he enjoys a variety of sports, including golf, tennis and rugby.



### **Dr Clive Smith MBBS, MRCGP, BSc, PhD - Full Time**

Dr. Smith qualified in 2007 from the Royal Free and University College Medical School in London. This was after a previous incarnation as a Postdoctoral research scientist at Imperial College London specialising in Arthritis and Cancer research. Since qualification, he has spent time working in Bath and Swindon before completing GP training in the Wiltshire area. In addition to having a young family in Bristol, Dr Smith enjoys Beekeeping in the Somerset area, and is a keen member of the Bath Beekeeping Association.



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## Trainee/Registrar Doctors

We are a Training Practice which means we have to maintain high standards of General Practice in order to train Doctors. Registrars are qualified Doctors who have received training in many hospital specialities and are then attached to our Practice for a period of anything between 4 to 18 months. For training purposes it is sometimes necessary to video patients' consultations. However, recordings will only be undertaken with the patient's consent and intimate physical examinations will not be recorded. The camera will be switched off and on at request.

## Our Locum Doctors

We only use Locum Doctors when absolutely necessary to undertake duties to allow our GPs to be involved with major development work with the NHS and other organisations. We also try to use the same locums wherever possible to assist with continuity of care. They are a much needed and welcome part of our team.

## Our Management Team

Our Management Team comprises Angie Benford (Managing Partner), Amanda Brookes (Business Manager), Michelle Coleman (General Manager), Ros Carlile (Nurse Manager) and Julie Coombe (Dispensary Manager).



For up to date information, please visit our website at:  
[www.boamhp.co.uk](http://www.boamhp.co.uk)

# Healthcare Professionals in the Practice

The Doctors have overall responsibility for the services we deliver but need the support of other clinicians (including Nurse Prescribers) and administrative staff who are trained to resolve any problems that you may have. The team is multi-skilled and able to cover for one another in times of absence. Our on-going training programme ensures that their skills are updated and developed as part of their professional development.

The following consultations are available:

## Emergency Nurses/Nurse Practitioners

The Practice employs a number of Emergency Nurses/Nurse Practitioners who are registered Nurses with extra training in advanced Nursing Practice. They are able to see emergencies, take your history, diagnose and treat a broad range of medical problems, working closely with the Emergency Doctor, and are able to prescribe medication if necessary.

## Practice Nurses

Practice Nurses are highly trained registered Nurses involved in many aspects of patient care and treatment. They undertake complex nursing tasks including injections, major wound care, minor surgery and ear assessment. In addition, they run specialist clinics including diabetes, respiratory, coronary heart disease, adult/child vaccines, leg club/ulcers, women's health and promotion of health care.

## Health Care Assistants

We have a strong team of Health Care Assistants who give care under the guidance of the registered Nurses. They have skills in blood taking; INR/Warfarin monitoring; ECG (Echocardiogram) and Blood Pressure monitoring; health checks/promotion; chronic disease management; urine tests and specimen collection; minor surgery support; ear syringing; simple wound care; smoking cessation; flu vaccine and B12 injections.

## Clinical Research Nurses

As a large progressive Practice we take part in national and international clinical trials, to further clinical knowledge and contribute to major scientific publications. All the trials done at the Practice have national and local ethical approval and are selected so as to benefit our patients, as well as being important studies in their own right. All our GPs take an active role in recruiting patients for clinical research. If interested in finding out more about trials we are recruiting for, please check our Clinical Trials notice boards or speak to your GP or one of our Research Nurses.



For up to date information, please visit our website at:  
**[www.boamhp.co.uk](http://www.boamhp.co.uk)**

## Other Healthcare Professionals:

### Health Visitors

All Health Visitors are qualified Nurses, with special training and experience in child health, health promotion and education. They offer practical support and advice in many situations, including child development, nutrition and behaviour management in the under-fives. They can provide information about local parenting skills courses and make referrals to Nursery Nurses regarding child behaviour. If you are new to the Practice and you have children under five years of age, the Health Visitor will contact you after you have registered to arrange a visit. The Health Visitor is always available for any concerns parents may wish to discuss. To contact your Health Visitor dial **01225 711430**, or for Melksham patients dial **01225 701048**. For further information, please visit our website.

### The Neighbourhood Team

Previously known as District Nurses, the Community Nurses who are assigned to our Practice provide a specialised nursing service to housebound patients needing care in their own homes. Community Nurses have specialist training in many areas including venepuncture, wound management, continence management, palliative care and intravenous infusions. Community Nurses can be contacted on **01225 701051**.

### Community Midwives

During your pregnancy most of your care will be carried out by the Midwife. The Midwives for our Practice are based at Trowbridge Hospital and organise your individual care during antenatal, delivery and the post-natal period. They can refer you to the hospital-based obstetrics service if necessary. Please ask at Reception for a maternity pack which encloses helpful guides, information and advice including '*healthy habits for baby and you*', Screening Tests, Physiotherapy and the maternity service. To make contact with a Midwife telephone **01225 711314**.

### The Health Centre Dental Practice

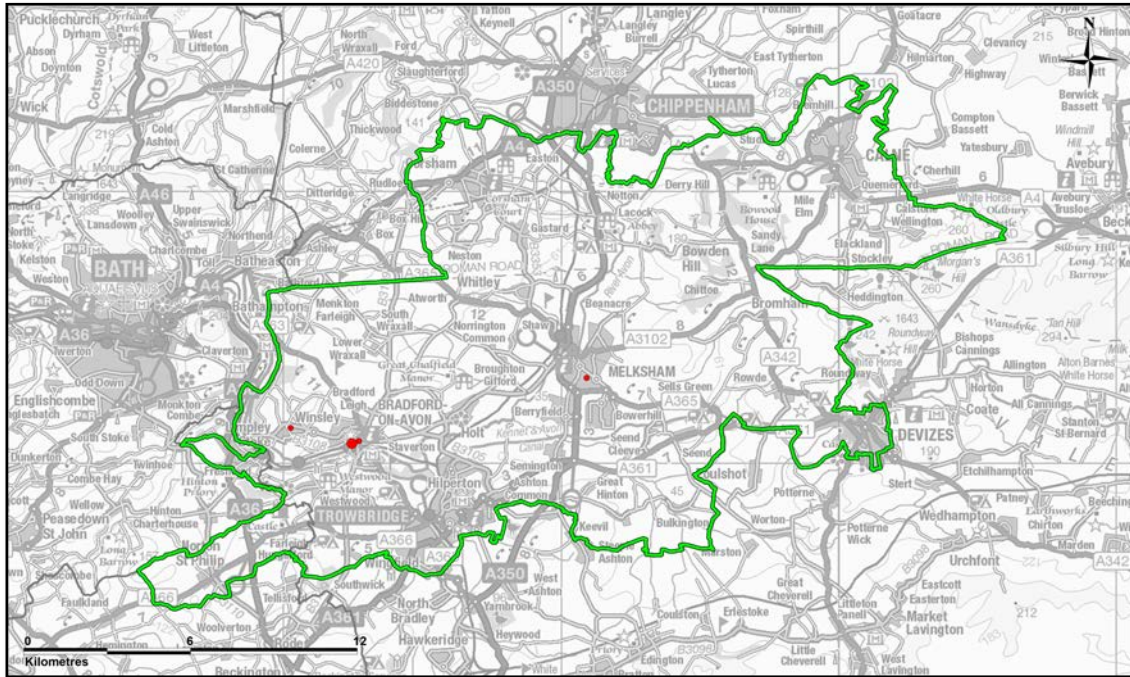
Our professional, friendly team offers all our patients a warm welcome, together with relaxed, high quality dental care. We are pleased to offer both NHS and Private services from our Practice. Please telephone **01225 860038** or visit [www.boadental.co.uk](http://www.boadental.co.uk) for more information.



# Registering with the Practice

## Does it matter where I live?

We can only accept patients who live within a certain geographical area. The area we cover is outlined on the map below. If you change your name, address or telephone number, please give your new details to the Receptionist or via the Practice website as soon as possible so we may update our records.



## How do I register and do I register with a particular Doctor?

The Reception staff will give you a simple form to complete to register with us and you will need to provide us with proof of ID (passport, driving licence or utility bill). Once registered with the Practice you may request to see a particular Doctor of your choice depending on their availability. For continuity of care, we advise patients to see their usual Doctor whenever possible.

## How do you get my previous medical records and who has access to them?

These will be requested from your previous Doctor, but the time taken for them to arrive varies considerably. You have the option to attend a New Patient's Health Check when you will be able to give us a brief outline of your medical history.

Your records are kept on our secure medical computer system and all information about patients is private and confidential and only shared within the Practice team and, in the case of a referral, the health professional to whom you are referred. Disclosure of identifiable patient information to any other party will only be done after receiving written permission from you. If you would like to give permission to grant another person access to your medical records, please fill in a consent form available at Reception or a form can be downloaded via our website and then handed in to Reception.



## How do I access my medical records?

The Data Protection Act (1998) gives you the right of access to the information that the Practice holds about you. It is generally your right to see your records and, if you so wish, to obtain a photocopy of them. Only in exceptional circumstances can access be withheld. If you would like to apply for access to information held about you, please complete a form available from Reception. Please be aware that there is likely to be a charge for this.

## Temporary Residents

All UK residents are entitled to free NHS treatment if they develop a condition which requires immediate medical attention. However, before travelling away from home you should ensure that you have adequate supplies of prescribed medication as Doctors may charge a consultation fee and a private prescription to prescribe routine medication for visitors to the area.

Please note it is the strict policy of the Practice to **only** offer consultations to patients who are registered on our system. If you wish to register with our Partnership you will be required to provide up to date proof of identification at the time of registration request (driving licence, passport or utility bill).

**Under no circumstances will anyone be accepted for registration without disclosing current ID to registration staff.**

**Bradford on Avon**  
Occupational Health Services

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✓ Night worker assessments	✓ Drug & alcohol testing
✓ Sickness absent management	✓ Hand Arm Vibration assessments
✓ Management referrals	✓ Fork lift truck medicals
✓ Stress management	✓ HGV/PCV medicals
✓ Lung function tests – complying to COSHH guidelines	✓ Executive medicals, Mine & Mine Rescue medicals, Confined Space medicals
✓ Hearing tests – supporting noise at work regulations	✓ Flu, Hep B and Travel vaccinations
✓ Skin surveillance	✓ Work station assessments

We offer a **FREE** confidential computer based health surveillance recall system

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To find out more visit our website or call us to discuss your requirements in order to find a solution that is right for you.

**Call: 01225 863278**  
[enquiries@occhealthboa.co.uk](mailto:enquiries@occhealthboa.co.uk)

**[www.occhealthboa.co.uk](http://www.occhealthboa.co.uk)**



# Surgery Opening Times

The Health Centre, Bradford on Avon  
St Margaret's Surgery, Bradford on Avon  
Winsley Health Centre & Dispensary  
St Damian's Surgery, Melksham

Monday to Friday 8.15am to 6.00pm\*  
Monday to Friday 8.30am to 5.30pm  
Mon to Fri 8.15am to 1pm & 2pm to 6pm\*  
Mon to Fri 8.15am to 6.00pm\*

\* Phone lines are open from 8.30am

The Practice offers a range of Doctor and Nurse appointments throughout each weekday. We also offer a selection of appointments outside our normal working hours for those patients who find it difficult to make routine appointments due to work and family commitments during the working day. For further information, about these extended hours please ask at Reception.

**Medical emergencies are covered by us from 8am until 6.30pm. In the event of an emergency during these hours, telephone the Practice and you will hear clear instructions about what to do next. Please have a pen and paper to note the relevant details.**

*"What happens if I need to see a Doctor when the Practice is closed?"*

Telephone the Out of Hours Emergency Service by dialling 111  
or  
in a critical medical emergency dial 999 or 112

## Out of Hours Emergency Service

If you need a Doctor urgently between 6.30pm and 8.00am Monday to Friday, or any time during the weekend or on a Bank Holiday, please contact the Out of Hours Emergency Service by dialling 111.

Your call will be assessed and you may be:-

- Given advice over the phone
- Asked to speak to the Doctor on call
- Asked to go to the Primary Care Emergency Centre at Trowbridge Hospital
- **or** a Doctor may be asked to make a house call

This service is provided by Wiltshire Medical Services. They employ the Doctors and Health Professionals to run the service. Patients will only be seen if they have gone through the telephone referral system.

## NHS Walk-in Centre – 01225 478811

There is also the option of going to the NHS Walk-in Centre in Bath where no appointment is needed. Their address is Riverside Health Centre, James Street West, Bath, BA1 2BT. They are open 8am to 6.30pm everyday including Bank Holidays.



For up to date information, please visit our website at:  
**[www.boamhp.co.uk](http://www.boamhp.co.uk)**

# Making an Appointment

<b>By telephone</b>	The Health Centre, Bradford on Avon	01225 865200
	Winsley Health Centre & Dispensary	01225 860003
	St Damian's Surgery, Melksham	01225 898490
	Appointment Cancellation Line ( <i>Phone/Text</i> )	01225 860025

## On-line

If flexibility is important to you, please register for the on-line service by taking proof of ID to Reception (passport, driving licence or utility bill). You will be provided with a username and password which will take 24 hours to be activated before you can log in. Some appointments can be booked on-line and all can be cancelled on-line via the Practice website **[www.boamhp.co.uk](http://www.boamhp.co.uk)**. For helpful information on how to use the on-line system, please refer to the 'On-line Help Brochure' available on our website or email **[boamhp.onlinehelp@nhs.net](mailto:boamhp.onlinehelp@nhs.net)** for any queries, problems or further assistance required.

## Making an Appointment

To enable our appointment staff to offer you the best and most appropriate appointment, the Doctors have provided them with additional, regular training in order for them to have the skills to guide patients with their appointment request. One of these skills is to ask patients for the nature of their problem, prior to booking an appointment. This will ensure patients are booked in with the most appropriate clinician or may even be helped straight away by another member of the Practice Team (i.e. sickness certificates, referral query, etc).

If at any time you would prefer NOT to disclose this information to staff, this will be respected and an appointment will be made for you, but you will be informed by the clinician if it would have been more appropriate to see a different health professional.

**Any information you give to our staff is treated in the strictest confidence as they are bound by the same rules of confidentiality as the Doctors and Nurses.**

If you require an **urgent** appointment you will be seen by a healthcare professional on the same day. In the first instance you will be offered an appointment with the Emergency Nurse and, if necessary, you may be asked to see the Emergency Doctor.

For **routine** appointments, we aim for patients to be able to see their usual Doctor within 5 working days. When booking your appointment please tell the Receptionist if:

- you need an appointment that is longer than the designated slot (10 minutes);
- more than one person needs to see a Doctor – separate appointment slots need to be booked;
- you need help with interpreting or translation;
- you want a chaperone to be present during intimate examinations and you need the Practice to provide someone to be with you.

## Telephone Consultation

Each Doctor offers a number of telephone consultations every week and a Doctor will telephone you on a given number of your choice. However, due to patient confidentiality issues, Doctors are unable to leave messages if they do not get a reply from the number you have given. You will be asked your name, date of birth and address as a means of identity. Sometimes, due to clinical commitments, the Doctor may need to ring you back later on that day. **Please specify if your call is urgent or if the time to be called back is important.**

If another member of the Practice team needs to contact you via telephone and someone else answers the call, the name of the caller and the reason for calling will not be given. This is to ensure that your right to privacy is upheld. Likewise, messages will not be left on answer machines unless essential. Please make sure we have your current contact details.

## Appointment Data

- **Did you know?** At The Health Centre, each member of the appointments team take approximately 80-120 telephone calls per morning. This equates to one appointment being booked every minute!
- **Busy Periods:** Demand is at its highest on the telephone system between 8.30am to 11am and 2pm to 3pm. Please bear with us during these busy periods, the staff will be with you as soon as they can. Where possible, please try to avoid calling the surgery for non-urgent requests during these times.
- **Patients seeing the Doctor:** During a normal working week the Doctors see approximately 750 routine patients (3250 per month). This does not include the number of patients who are seen by the Emergency Doctor for urgent 'same day' appointments, which usually equates to an average of 70 patients per day!

During a normal month, 4% of patients do not attend their routine GP appointment. This equates to 20.3 hours of lost time for other patients to see the Doctor! **Please cancel your appointment if you no longer need it - 01225 860025.**

## Chronic Disease Reviews

Patients who are diagnosed with Asthma, Chronic Obstructive Pulmonary Disease (COPD), Chronic Heart Disease (CHD), Chronic Kidney Disease (CKD), Hypertension, Diabetes or Mental Health issues, will usually require an annual review. We have specialist Nurses who are highly trained to manage these chronic diseases in the surgery. At times, a review may need to be done with your usual Doctor. Please ensure that any blood tests, blood pressure checks, echocardiograms and urine tests are done prior to your appointment or telephone consultation with the Doctor so that your results can be reviewed and medication changed where necessary.



For up to date information, please visit our website at:  
**[www.boamhp.co.uk](http://www.boamhp.co.uk)**

If you are unsure of when your next review is due, or what you will need to have tested, please speak to Reception or refer to the table below.

<b>Chronic Disease</b>	<b>How often do I need to be seen?</b>	<b>Who should I book to see?</b>	<b>What will need to be tested?</b>
Asthma	Usually annually *	Respiratory Nurse	<ul style="list-style-type: none"> <li>• Lung Function</li> <li>• Oxygen Saturation Level</li> </ul>
Chronic Heart Disease (CHD)  <i>Cerebrovascular Disease</i>  <i>Peripheral Vascular Disease</i>	Usually annually *	Health Care Assistant and then telephone consultation with your usual Doctor 2 weeks later	<ul style="list-style-type: none"> <li>• Non-fasting blood test</li> <li>• Blood pressure test (<i>and a further BP provided 6 months later</i>)</li> <li>• Echocardiogram (ECG) if you have not had one in the last 5 years</li> <li>• Urine sample</li> </ul>
Chronic Kidney Disease (CKD)	Usually annually *	Health Care Assistant and then telephone consultation with your usual Doctor 2 weeks later	<ul style="list-style-type: none"> <li>• Blood pressure test</li> <li>• Urine sample</li> <li>• Non-fasting blood test</li> </ul>
Chronic Obstructive Pulmonary Disease (COPD)	Usually annually *	Respiratory Nurse	<ul style="list-style-type: none"> <li>• Lung Function</li> <li>• Oxygen Saturation Level</li> </ul>
Diabetes	Variable depending on individual cases but usually twice a year as a minimum	Health Care Assistant and then a review with Diabetic Nurse 2 weeks later	<ul style="list-style-type: none"> <li>• Blood test (<i>please speak to Reception to find out whether fasting or not</i>)</li> <li>• Blood pressure test</li> <li>• Urine sample</li> <li>• When you see the Diabetic Nurse to review results, they will do feet checks and you will be required to have a Retinal Screening appointment</li> </ul>
Hypertension	Usually annually *	Health Care Assistant and then telephone consultation with your usual Doctor 2 weeks later	<ul style="list-style-type: none"> <li>• Non-fasting blood test.</li> <li>• Blood pressure test (<i>and a further BP provided 6 months later</i>)</li> <li>• Echocardiogram (ECG) if you have not had one in the last 5 years</li> <li>• Urine sample</li> </ul>
Mental Health	Usually annually *	Health Care Assistant ( <i>or if you are on Lithium the appointment needs to be booked in with the Practice Nurse</i> ) and then follow up with your usual Doctor 2 weeks later	<ul style="list-style-type: none"> <li>• Non-fasting blood test</li> <li>• Blood pressure test</li> <li>• Mental Health Checks (<i>e.g. BMI, Alcohol, Weight etc.</i>)</li> </ul>

\*You may be advised by the Clinician when you come for your appointment that your next review is due sooner than a year depending on your individual case.

**Please note, for all patients 35 years old and above, a blood pressure reading is required every 5 years. There is a self-taking blood pressure machine available for patients in The Health Centre's waiting room.**

## **‘Help us to Help You’ The Home Treatment Guide**

The Doctors of the Practice have formulated a leaflet designed to help you manage some of your conditions at home. The leaflet includes information about useful medicines and dressings, with a description of their uses that are worth stocking at home in readiness for minor illnesses. Basic first aid advice is also provided to help manage common ailments such as back pain, coughs, cystitis, stomach ache, sinusitis, earache and many more.

The ‘Help us to Help You’ Home Treatment Guide is available on the Practice website. For those without internet access, a copy of the Home Treatment Guide can be obtained from Reception.

**It is estimated that every year, 50 million visits to the GP are made for minor ailments. By self managing a lot of these common minor illnesses, the Doctors will have more time to focus on the frailer, seriously ill patients and could save you time and trouble.**

There is a wealth of advice available from many other services including:

**The Health Visitors** - A Child Health Clinic runs every Wednesday 9.30am to 11.30am at the Children’s Centre, Fitzmaurice School, Bradford on Avon. To contact the Centre, please telephone **01225 867184**.

The Health Visitors also run a Health Visitor Clinic at The Bradford on Avon Health Centre every Monday morning. This service is offered for parents and their children under 5 years old and can help with a range of concerning issues such as breastfeeding, behaviour problems, growth and diet issues to name but a few. These appointments can be booked directly through The Health Centre appointments team on **01225 865200**.

For Melksham patients there is a ‘drop in’ clinic every Tuesday from 9.30am to 11.45am at Canberra Children’s Centre, Spa Road, Melksham. The Centre can be contacted on **01225 705225**.

**The Pharmacy** - The Pharmacist can often help with minor ailments and will suggest some simple remedies.

**On-line** - Check your symptoms on-line via the NHS Choices website. You can work through a series of questions and receive advice on how to manage your symptoms. Visit <http://www.nhs.uk/nhsdirect/Pages/Symptoms.aspx>. Alternatively, visit [www.patient.co.uk](http://www.patient.co.uk), an excellent website providing trusted medical information and support on many conditions.

**Trowbridge Minor Injury Unit (MIU) – walk-in service open 24 hours a day, seven days a week** - We do not have a MIU here at this Practice and therefore ask patients to attend Trowbridge MIU straight away for any injury or accident sustained. Patients can be treated at the MIU for such things as dog bites, minor burns, insect bites, head injuries, minor cuts, simple fractures, strains and sprains. The Trowbridge MIU can be contacted on **01225 711329**.



## Home Visits

For every home visit made, the Doctor could have seen several patients at the Practice, so we please ask you to only request a visit when it is **absolutely essential**. To book a home visit, telephone the Practice before 10.30am where ever possible.

## No Worries 'Young People Service'

This service is for young people aged 24 years and under, providing advice on relationships and sexual health issues which are causing you concern. You just need to ask for a 'No Worries' appointment at Reception and you will be able to see a Practice Nurse, on the day, during surgery hours.

We offer everyone, including those under 16, a free and confidential sexual health service. We would only share your information with other professionals to protect you or others from serious harm. We would always try to discuss this with you first. If you have any questions about confidentiality, please feel free to speak to the Nurse or your Doctor.

### CANDLELIGHT HOMECARE – HELPING YOU AT HOME



- Shopping • Cleaning
- Meal Preparation
- Personal Care
- Companionship
- Well-being Visits
- Home from Hospital Help
- Night Services • Respite Care
- Specialist Care
- Live-in Services

*...and more, just ask!*

**MAKING LIFE EASIER FOR YOU AND YOUR FAMILY**

**Phone 01225 776000 • [www.candlelightcare.co.uk](http://www.candlelightcare.co.uk)**





## Test Result Service

We offer a dedicated telephone line for test results. The number is **01225 867876** and can be accessed Monday to Friday during 8.30am-12.30pm & 2.00pm-5.30pm. However, if you are a patient of St Damian's Surgery (Melksham), please contact your surgery, after 11am each day, on **01225 898490**.

The Nurse, Doctor or other Healthcare Professional carrying out the test will advise you when the results will be available. **It is then the responsibility of the patient or their carer to telephone for the results of the tests.**

The Doctor will have given the Receptionist specific instructions regarding any follow-up that may be required and what information they would like conveyed to you. The Receptionist may tell you what the result is, they may ask you to make a telephone consultation with the Doctor, they may ask you to make a face-to-face consultation with the Doctor, or it may be that the Doctor telephones you direct. The Doctor will sometimes mark the result '*normal - no further action*', this usually means the result didn't show anything abnormal. If this is the case and you are still having problems, we advise patients to speak to their usual Doctor further to discuss what to do next.

If the Receptionist is in any doubt whatsoever about the instructions that have been left, they will ask the Doctor for clarification and telephone you back or, if preferred, the patient is able to book a telephone consultation with their Doctor to discuss the result further.

## Carers – we're here to help!

The Practice has achieved a Gold level service award through the Wiltshire Investors in Carers scheme for the work the Practice has undertaken to support Carers. The scheme is run by Carers Support Wiltshire and jointly funded by Wiltshire Council and NHS Wiltshire. As a Practice we understand the need for us to care for those who are providing care to others. We can offer you a full health check and an opportunity to discuss your health generally. In addition, we arrange sessions during the year which involve representatives from the Carers' Support Agency who are able to offer advice and answer queries. Please ask at Reception to speak to the Practice Carers' Representative.

## If you need to be referred to hospital

If you and your GP agree that you need to see a specialist, you will largely be able to choose your hospital or clinic and book an appointment to suit you. You will have a choice of at least four hospitals or clinics. For more information, visit the website on **[www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)**. If you have any questions relating to your hospital appointment, you should contact your Consultant's secretary direct.

The Government has strict guidelines about the maximum length of time anyone should wait for an out patient appointment or a surgical procedure. NHS England (**01138 252525**) will be able to give you the latest targets.

# **Wiltshire Clinical Commissioning Group**

**(Evolved from NHS Wiltshire)**

The Health and Social Care Act provides the framework for the very significant changes in the way the NHS is governed and the role of General Practice. Bradford on Avon & Melksham Health Partnership is party to the new national GP Contract with NHS England (from 1st April 2013). The Practice is a member of the Wiltshire Clinical Commissioning Group (CCG) which has replaced the former Wiltshire Primary Care Trust (PCT). The CCG works with other local agencies to provide health and social care to make sure that the local community's needs are being met.

## **What to do at the time of Bereavement**

### **If Death Occurs at Home:**

- Telephone the Doctor or ring 999 or 112 if the death was unexpected. The Doctor will visit to confirm the death
- Contact a Funeral Director
- Collect the death certificate from the surgery, usually the next morning
- Take this to the Registrar of Deaths. We will advise you of their location
- Take the green form (issued by the Registrar) to the funeral director who will make all the necessary arrangements.

### **If the Death Occurs in Hospital:**

- Contact the Funeral Directors to inform them
- Collect the death certificate from the hospital
- Take this to the Registrar of Deaths
- Take the green form (issued by the Registrar) to the Funeral Director who will make all the necessary arrangements.

**Please advise us of your loss as we are here to help you, if you wish, during this difficult time.**

## **Winsley Health Centre Dispensary**

There are restrictions on who we are allowed to dispense NHS prescriptions to and currently we can only do this for patients living in Winsley and some of the surrounding villages. However, we are able to dispense private prescriptions for any of our patients and can provide you with your travel advice and medicines, e.g. to protect against malaria. We offer a delivery service for people within our dispensing area and are able to make up dosett boxes if you need help taking your medication. Further details are available from our dispensing team on **01225 860003**.



For up to date information, please visit our website at:  
**[www.boamhp.co.uk](http://www.boamhp.co.uk)**

# Our Prescription Service

For certain prescriptions you can get a repeat without seeing the Doctor (your Doctor will advise you whether this is possible). All repeat prescriptions have a tear-off section that you should remove and keep in a safe place until required. If you have mislaid the tear-off section, forms can also be obtained from Reception for you to complete.

You may order your medication by any of the following means:

- **On-line** – patients can order repeat prescriptions on-line via the Practice website [www.boamhp.co.uk](http://www.boamhp.co.uk). You may only order medication that is already on our computerised repeat prescription record. To register for this service, please provide Reception with proof of ID (passport, driving licence or utility bill) and you will be provided with a username and password.
- **By post** – include a self addressed stamped envelope if you require the prescription to be sent back to you otherwise it will be held at the surgery or sent to the pharmacy of your choice (as indicated on the repeat request).
- **In person** – there is a request box located at all Practice sites except St. Margaret's Surgery.
- **By fax** – on the following number:

The Health Centre, Bradford on Avon	01225 868493
Winsley Health Centre & Dispensary	01225 869327
St Damian's Surgery, Melksham	01225 898499

**Requests for repeat prescriptions are not accepted over the telephone to avoid the risk of mistakes.**

Your paper repeat prescription requests will be ready to collect within **48 hours** (across 2 working days) from Reception or you can specify which local pharmacy you would like them forwarded to. If you are collecting your medication from St. Margaret's Pharmacy, please allow longer than two working days to allow time for your paper prescription to be processed.

Please check that you have enough medication to last over Bank Holidays and weekends.

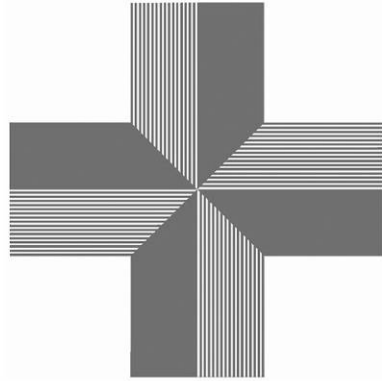
There are a number of pharmacies who are open out of hours. For up to date information please visit the Practice website [www.boamhp.co.uk](http://www.boamhp.co.uk).

For more frequently asked questions about the repeat prescription service, please visit the Practice website.



For up to date information, please visit our website at:  
[www.boamhp.co.uk](http://www.boamhp.co.uk)

# ST. MARGARET'S PHARMACY



**Opening Times:**

8.30am to 1.00pm & 2.00pm to 6.30pm

*(Monday to Friday)*

9.00am to 12.00pm

*(Saturday)*

A long-established pharmacy situated within The Health Centre, providing professional, efficient and friendly service.

We offer medicine use reviews with the pharmacist to help you get the most out of your medicines and to answer any queries you may have.

Please come in and talk to us about your needs. A private and confidential consultation area is available.

We have excellent wheelchair access with dedicated parking bays immediately outside the pharmacy for blue badge holders.

**Tel: 01225 862353**

Station Approach  
Bradford on Avon  
Wiltshire BA15 1DQ



# Our Comprehensive Range of Services

All services are provided free of charge unless clearly indicated.

## Specialist Services

Ante-natal and full maternity services	Patients can contact the midwife direct who is based at Trowbridge Hospital
Audiology	An audiologist visits the Practice on a regular basis; your GP can refer you if required
Cervical Screening Clinic	Appointments can be booked directly at Reception as part of the national screening programme
Childhood Immunisations	A service primarily provided by our Practice Nurses
Chiropody	You may self refer – please ask at Reception for further details
Clinical Psychology	On referral from your GP
Drug & Alcohol Addiction	On referral from your GP
Family Planning	A free, confidential service
Health Checks	These are offered when you register with the Practice. They are also offered by letter if you are aged between 40-74 years, or if you are a Carer
Minor Surgery	A number of minor surgical procedures can be undertaken by your GP or a specialist doctor who visits The Health Centre in Bradford on Avon
Physiotherapy Assessment	On referral from your GP
Retinal Screening	On referral from your Specialist Nurse or GP
Smoking Cessation	Appointments can be booked directly at Reception
Social Workers	The Adult Care Team can be contacted on 01225 713001
Speech Therapy	This service for children is based in Trowbridge but is available on referral from one of our health care professionals

## Specialist Clinics

All these clinics are run by health care professionals, who have received specific training in these areas – please ask at Reception for more information

- Adolescent appointments “No Worries”
- Asthma/Chronic Obstructive Pulmonary Disease Clinic
- Carers Break prescription
- Carers Checks
- Child Health Clinic
- Child Immunisation Clinic
- Coronary Heart Disease Clinic
- Diabetic Clinic
- Exercise prescription
- Health Visitor Clinic
- Hypertension Clinic
- Leg Ulcer Clinic & Leg Club
- Memory Clinic
- One-stop Warfarin monitoring Clinic
- Smoking Cessation
- Travel Clinic

## Other Facilities

We provide the following facilities within the Practice and, although they are signposted, any of our staff will be pleased to direct you to:

- Baby changing
- Children's play area \*
- Patient information leaflets
- Patient Information Screens \*
- Induction Loop
- Self Check-in facility (except St. Margaret's)
- Toilets, including disabled toilets
- DIY Blood Pressure Machine \*
- Disabled Parking \*

*\*Available only at Bradford on Avon Health Centre*

Due to Health and Safety Regulations, the Practice provides limited toys and books so please bring your own to occupy your child whilst waiting for an appointment.

### **Services located within Bradford on Avon Health Centre but are run independently**

- NHS and Private Dental Services
- St Margaret's Pharmacy

**Services that are offered privately in nearby premises at Green Tree Health, for which a fee is payable, are as in the advertisement on page 27.**

## Freedom of Information Act

The Freedom of Information Act became law on 30 November 2000. It recognises that members of the public have a right to know how public services are organised and run, how much they cost and how the decisions are made. Since January 1<sup>st</sup> 2005 we have responded to requests for information that we hold although these rights are subject to some exemptions, which have to be taken into consideration before deciding what information can be released. The Practice conforms to the requirements of the Act and has produced a publication scheme in accordance with the Act. A copy of this is available on our website.

 <p>for all your travel needs</p> <p>e-mail: <a href="mailto:enquiries@travelloptions4u.gmail.co.uk">enquiries@travelloptions4u.gmail.co.uk</a></p> <p>Tel: 01225 860977 Mob: 07917 365534</p>	<p>148 Bath Road Bradford on Avon BA15 1SS</p>		
<p style="text-align: center;"><b>The Bradford on Avon Travel Agency</b></p> <p style="text-align: center;">An independent travel agency and member of the Global Travel Group with full financial bonding and protection.</p> <p style="text-align: center;">We can offer:</p> <ul style="list-style-type: none"><li>• Friendly, professional service, meeting you in your own home or workplace to discuss your travel ideas</li><li>• Able to put together a travel package, individual to yourself, with plenty of ideas and suggestions from a wealth of experience</li><li>• Deals as competitive as you can find yourself on the internet, for example Expedia and Travelzoo, saving you time</li></ul> <p style="text-align: center;"><b>Give us a call today!</b></p>			

## Useful Telephone Numbers

Some services can be accessed directly – please keep this list close to hand to allow you to reach the service you need as quickly as possible. Please note that calls may be recorded.

**The telephone lines are extremely busy first thing in the morning, therefore, please only ring between 8.30am and 10.30am if absolutely necessary.**

<b>Emergencies</b>	<b>999 or 112 if lives are in danger</b>
<b>Out of Hours</b>	<b>111</b>

Bradford on Avon Health Centre 01225 866611  
*Appointments Desk* 01225 865200 weekdays, 8.30am – 5.30pm  
*Home Visits* 01225 860018 weekdays, phone before 10.30am  
*Test Results* 01225 867876 weekdays, 8.30am – 12.30pm &  
 2.00pm – 5.30pm

Winsley Health Centre 01225 860003

St Damian's Surgery, Melksham 01225 898490

Appointment Cancellation line: 01225 860025 24 hours a day, 7 days a week

Other than our Appointment Cancellation Line, we do not have message-taking facilities as we would prefer that you speak to staff personally.

## Other useful telephone numbers

Carers Support	0800 181 4118	Adult Social Care	01225 713001
Chiropody	01249 456635	The Health Centre	01225 860038
Neighbourhood Team	01225 701051	Dental Practice	
Health Visitors	01225 711430	Registrar of Births,	01225 713007
Midwives	01225 711314	Deaths &	
Link Scheme	07957 367124	Marriages	
Connect to Wiltshire	01985 212213	Patients Advice and	0800 389 7671
Royal United Hospital	01225 428331	Liaison Service	
Bath Clinic	01225 835555	The Samaritans	0845 790 9090
Circle Bath	01761 422222	24 hour help for anxiety, panic, feeling desperate or suicidal	

For information on other agencies please speak to the Reception staff, your health care professional or consult the telephone directory.



For up to date information, please visit our website at:  
**[www.boamhp.co.uk](http://www.boamhp.co.uk)**

# Green Tree Health

in association with

The Bradford on Avon and Melksham Health Partnership  
offering a range of private complementary treatments from professional  
therapists

- **Acupuncture**
- **Chiropody and Podiatry**
- **Clinical Psychology**
- **Counselling**
- **Homeopathy/Massage/Reflexology**
- **Hypnotherapy & Stress Management**
- **Osteopathy**
- **Physiotherapy**
- **Psychotherapy**
- **Sports and Remedial Massage**

**Brooke Kembell-Smith**

(Lic.Ac., M.B.Ac.C., Dip.ADV.T.Ms)

**Gina Brown**

(MSSCh, MBChA, HPC)

**Elsa Schmidt**

(BA Hons, DPA, CCP, ABPS)

**Veronica Bassett**

(MBACP Accred. UKRCP)

**Derek Smith**

(MBACP Snr, Accred. AHPB, UKRCP)

**Karen Newton**

(M.A.R., M.H.M.A)

**Lindsay Rogers**

(BDS, Adv Hyp, HPD, DipCAH, DipCBT, PNLP, DipSM, MNCH, MISMA, reg CNHC)

**Antony Weller**

(BSc, COC, GOSC registered)

**Chris Smith**

(MCSP)

**Jane Saunders**

(MA, Dip. HIP. UKCP)

**Alison Pryke**

(IIST Dip., VTCT registered)



**01225 867098**

Green Tree Health  
11 St. Margaret's Street  
Bradford on Avon  
Wiltshire  
BA15 1DA



# Bluebird Care

*'Good Old Fashioned Service'*



Your care plan will be tailor-made for you. We will talk to you about just what you want and respect your wishes throughout. Some of our services include:

- Help with getting up or going to bed
- Preparing meals
- Trips to see friends and relatives
- Leisure activities
- Shopping
- Washing and ironing
- Personal hygiene
- Cleaning the home
- Assisting with medication
- Overnight care
- Live-in care

**Contact one of our friendly professional team to discuss your needs**

Green Tree House  
11 St Margaret's Street  
Bradford-on-Avon  
BA15 1DA

**Tel: 01225 863565**

**Email: [wiltshirenorth@bluebirdcare.co.uk](mailto:wiltshirenorth@bluebirdcare.co.uk)**



**We are looking for caring members of staff from our local community**