

NORTH SWINDON PRACTICE

The GP partners providing medical services are:

Dr H G Thomas MB ChB MRCP (male)

Dr D M Godfray BM (female)

Dr M Subbiah MBBS, MRCP, DFRS (female)

Dr R Stainton MBBS, MRCP, DGM, DRCOG DFFP (male)

Dr Odysseas Agorastakis MBBS, MRCP, DRCOG, DGM (male)

The GP Partners hold a contract with NHS England to provide personal medical services to patients registered with the practice.

Practice location and practice area

North Swindon Practice operates from Home Ground Surgery, which is located at the end of Thames Avenue opposite the Morrisons Superstore. We register people living in **SN2 1, SN2 2, SN25 1, SN25 2, SN25 3, SN25 4 and SN5 5 post code areas (but not Tadpole Garden Village)**

Practice address: Home Ground Surgery, Thames Avenue
Haydon Wick, Swindon, SN25 1QQ
Tel: (01793) 705783 Fax: (01793) 707899
e-mail for general enquires (not prescription requests):
enquiries.homeground@nhs.net

Practice website: www.homegroundsurgery.nhs.uk

Disabled access: All consulting and waiting areas are on the ground floor and have wheelchair access. Any member of staff will be happy to provide assistance if required.

GP training: North Swindon Practice is a GP Training Practice. Trainees may include GP Registrars (doctors completing their final training to become a GP) and Foundation Year Two doctors (qualified doctors who, as part of their training, will work under the supervision of one of the partners).

Registration

To register as a patient please enquire at reception for details. As part of the registration process, you will be offered a new patient screening appointment with one of our trained Healthcare Assistants. You will be asked to provide 2 forms of proof of identity prior to registration eg. photo ID such as passport or driving licence, and a current utility bill.

Named Accountable GP

GPs now have a contractual obligation to ensure that each patient is allocated to a named accountable GP. It is thought that this will reassure patients that they have one GP at the practice who takes responsibility for overseeing their care. Details of your named accountable GP are contained in your new patient pack and are also included on all correspondence.

You do not need to see your named GP. If you wish to see a particular doctor please let the receptionist know. We do our best to accommodate patient choice but there will be occasions when it is not possible, for example when the doctor is on holiday.

Opening Hours and Surgery Times

The surgery building is open and the telephone lines are manned between the following hours:

Monday	8:00am – 6:30pm
Tuesday	8:00am – 6.30pm
Wednesday	8:00am – 12 noon 1:30pm – 6:30pm
Thursday	8:00am – 6:30 pm
Friday	8:00am – 6:30pm

We offer a range of GP, Nurse and Healthcare Assistant appointments both morning and afternoon on weekdays. However, appointments to collect blood and other specimens need to be before 2:30pm as this is when our samples are collected for transport to the laboratory.

Extended Hours

In addition, we offer a range of extended hours sessions for GP appointments. However, it is important to remember that during these times the surgery is open for pre-booked appointments only and is not fully operational. Telephone lines are not manned and emergencies will be referred to the out-of-hours service:

Monday	7:30am – 8:00am	6:30pm – 7:30pm
Thursday		6:30pm – 7:30pm
Friday	7:30am – 8:00am	

Services available during core hours include:

- general management of medical conditions
- health promotion advice
- emergency care if appropriate
- referral for other services, if appropriate
- urgently required care for temporary residents

Additional services provided include:

- cervical screening
- contraceptive services
- vaccinations and immunisations
- child health surveillance
- maternity services
- minor surgery procedures

In addition:

- registered patients aged 16 -75 who have not been seen for 3 years may request a consultation for a health check.
- registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation for a health check. Housebound patients unable to attend the surgery for checks may be eligible to have this done at home.

Repeat prescriptions:

Repeat prescription requests must be made in writing or electronically by registering for online services. Please allow 3 working days for your request to be processed.

Online access

Online access to coded information in your records, as well as repeat prescription ordering and appointment booking can be requested at reception or via the practice website www.homegroundsurgery.nhs.uk Proof of identity is required before online access can be granted.

Attendance at surgery

Patients may telephone for an appointment to be seen at the surgery during normal opening hours, or can register to book GP appointments online (see above). A range of morning and afternoon appointments is offered every weekday. The practice operates a triage system for patients requesting urgent/emergency appointments. This involves a telephone call from a member of the Clinical Team at an agreed time to discuss the problem and where possible it will be dealt with over the telephone. In some circumstances the Clinician may decide that the patient needs to be seen in surgery and an appointment will be arranged.

Telephone consultations

Patients may request a telephone consultation with a doctor or nurse which can be pre-booked at a mutually convenient time.

Home visits

Patients are generally seen at the surgery. If a doctor considers a home visit is necessary because the patient is too unwell to leave their home, arrangements will be made to see them at home. Please call the surgery before 10:30am if at all possible if you believe a home visit may be necessary.

Out of hours services

On weekdays between the hours of 6.30pm and 8.00am, and all day and night at weekends and on bank holidays, services are commissioned by NHS England.

If you require medical treatment out of hours you have several choices:

- If you need urgent access to general medical services telephone **NHS 111**.
- The Walk-in Service based at Swindon NHS Medical Walk-in Centre based at Islington Street, Swindon, is open 365 days a year, Monday – Friday between 7:00am and 8:00pm and on Saturdays, Sundays and Bank Holidays between 8:00am to 8:00pm. Blood tests (following referral by your surgery) are available Monday – Friday from 7:00am until 12:00 noon.

Patients attend the Walk-in Centre with a wide variety of problems and will be assessed by the nurses on duty and treated if applicable or referred on if necessary.

A recorded telephone message provides this information when the surgery is closed.

Complaints

This practice follows the NHS complaints procedure when dealing with complaints. A copy of our practice complaints procedure is available at reception and is also available on our web site. You may also comment on the service direct to the Practice Manager, who will follow up any concerns appropriately.

Patient rights and responsibilities

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For

example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given.

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 patients from its list in certain circumstances. Removal would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

Violent patients – Zero tolerance

The practice operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list. In the case of violence towards surgery staff, this will be recorded in the patient's medical records. The CCG may in some circumstances take over responsibility for providing further medical care for such patients.

Access to patient information

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and where possible will be anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless;

- it is a matter of life and death or serious harm to you or to another individual
- it is overwhelmingly in the public interest to do so
- there is a legal obligation to do so

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you have any concerns about the ways in which your confidential data may be used, please contact us. You should also ensure that you complete the patient opt-out form which confirms your preferences with regard to data sharing.

Research

The practice is a member of the Primary Care Research Network and is occasionally involved in research studies which require access to anonymous information from patients' notes. Patients cannot be identified from these notes as all personal details (name, address, post code, full date of birth) are removed. Individual patient records are added into a much larger anonymous database from many patients across the UK which is used by researchers outside the practice. This data may be anonymously linked to other data, such as hospital data.

If you would like to opt out of this data collection scheme, please let us know and we will ensure that your records will not be collected for use in the anonymous research database. This will not affect your care in any way.

If anything to do with the research would require that a patient provides additional information they will be asked by a GP if they are willing to take part, but may decline at any time. Patients are never identified in any published results.