

## THE PRACTICE TEAM INCLUDES:

### Partners:

Dr Emma Bilton – M.B., ChB

Dr Simon Loader – M.B., ChB, D.R.C.O.G., M.R.C.G.P

Dr Sharon Kane – MBCHB, DCH, Dip FP & RHC, MRCP

### Salaried Doctors:

Dr Andrea Loader – MBCHB, MRCP, DRCOG

Dr Elizabeth Morrison - MBCHB

### PRACTICE Team:

Advanced Paramedic – Gareth Morgan

Practice Nurses - Mrs Wendy Guy & Mrs Rachael Thompson

Health Care Assistant – Mrs Trish Lord

Practice Manager – Mrs Eileen Wilkinson

Administrator – Mrs Lisa Townsend

Secretaries – Mrs Lynne Bradley, Mrs Julie Dixon & Mrs Jayne Ashley

Reception Supervisor – Mr Stephen Parsons

### COMMUNITY NURSING

The Community Nursing Team will be happy to advise you on the nursing care of the elderly, disabled and those recently discharged from hospital. If you need to contact the District Nurses you can leave a message on their answer machine

☎ 0300 421 8749

### HEALTH VISITING

The Health Visitors role is to give advice on health promotion and disease prevention to parents with children under five. If you need to contact a Health Visitor please ring ☎ 0300 421 1793

### MIDWIFERY (Rebecca Marcussen-Lewis)

The midwife holds clinics in the Practice on Tuesday afternoon and Thursday morning (appointments only). If you need to speak to a midwife you can contact the midwife's office on ☎ 0300 4 225128.

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# GLOUCESTER CITY HEALTH CENTRE

## A GUIDE TO THE PRACTICE

*Gloucester City Health Centre  
The Park  
Gloucester  
GL1 1XR*

Appointments: ☎ 01452 307722 & 01452 891110

All other enquiries (24 hours):

☎ 01452 891110

Out of hours NHS 111 (direct free phone number):

☎ 111

Website: [www.gloucesterhealthcentre.co.uk](http://www.gloucesterhealthcentre.co.uk)

The partners hold a contract with Gloucestershire CCG to provide General Medical Services  
A list of the Practice team is included at the end of this leaflet.  
Updated November 2018

## PRACTICE OPENING HOURS

The Practice is open Monday to Friday from 8.00 am to 12.30 and 13.30 pm to 6.00 pm (except on Bank Holidays). Consultations are held Monday to Friday by appointment, normally between the hours of 9.00 am and 11.30 am and 3.00 pm and 5.00 pm.

**Extended hours** - the practice is open on a Saturday morning for pre-bookable routine doctor appointments between 8am and 11am. The practice nurses operate an early morning clinic on a Wednesday & Friday between 7.30am and 8am.

## TO MAKE AN APPOINTMENT

Telephone (01452 307722), call into the Practice to make an appointment or sign up for online services (please ask at reception). If you no longer require an appointment or are unable to keep the appointment, please ring the Practice on 01452 307722 to let us know so we can offer the appointment to another patient. Please let us know if you are running late.

If you require an urgent same day appointment please telephone the Practice as early as possible and we will ask the 'duty' doctor to ring you back for an initial telephone consultation. Depending on your medical condition this may be followed up by an appointment with a doctor at the Practice that day. If you need to speak to a doctor when we are closed at lunchtime and between 6pm and 6.30 pm, please call 01452 891110, the call will be transferred to Message Link, who will contact the duty doctor if the problem cannot wait until we re-open.

Every effort is made to see emergency patients the same day and for routine appointments to be available at the earliest possible time. Sometimes you will not be able to see the doctor of your choice at the time you want, however another doctor in the Practice would be pleased to see you if he/she has appointments available.

## WHEN YOU ARRIVE AT THE PRACTICE

Please check in at the reception desk one of our receptionists will be happy to help you.

## Useful Contacts

### NHS Gloucestershire

Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth Gloucestershire GL3 4FE ☎ **0300 422 1500**

### Gloucestershire Care Services

☎ **0300 421 8100**

### Gloucestershire Hospitals NHS Trust

☎ **0300 422 2222**

### 2gether NHS Foundation Trust

(Mental health and learning disabilities)

☎ **01452 894000**

### GUIDE (health, social care and disability information service)

☎ **Tel: 08456 583888**

### If you need to find a dentist

You can call:

- **Dental Helpline** ☎ **0300 421 0555**

### If you need medical advice

You can call: **NHS 111**

- ☎ **111**

### Stop Smoking Service

☎ **0300 421 0040**

### Sexual Health Services

☎ **0300 422 6470**

## HOW TO REGISTER

To register you will need to complete the following for each member of your family:

- Registration application form
- A 'New Patient Questionnaire'
- Bring ID (i.e. a passport for each person registering)
- Bring proof of address (dated in the last 3 months)
- Each patient must come in person to register
- New Registrations take 48 hours to process therefore immediate appointments are not available. Please let reception know if you need any help with your registration
- If you would like to have a New Patient Check please ask the receptionist to book an appointment with the nurse

## PARKING

Parking at the Health Centre is limited to a small number of disabled spaces. There are parking meters on nearby streets.

## DISABLED ACCESS

The building is accessible to standard wheelchair users with ramps and a large automatic door leading into the practice. All of the consulting rooms are on one level. If you do experience any difficulties please inform the receptionist.

## OUR PRACTICE AREA

Below is an outline of the geographical area covered by this Practice. We are only able to register patients who live within this boundary. If you are unsure if you live within this boundary, please ask at reception.



## HOME VISITS

Patients are usually seen at the Practice but between the hours of 8.00 am and 6.30 pm may be seen at home if the doctor considers a home visit is necessary. A doctor may ring you before a visit to establish the urgency of your visit.

## ADVICE BY TELEPHONE

If you would like to speak to one of the doctors or a nurse with regard to a general enquiry during normal Practice hours please contact the Practice on ☎ 01452 891110 (the doctor will usually ring you back later).

## OUT OF HOURS SERVICES

'Out of hours' is the period between 6.30pm and 8.00am on weekdays and covers all day and night at weekends and bank holidays.

If you need urgent medical care that cannot wait until the Practice re-opens please call the NHS 111 service on ☎ 111 (Freephone)

**Gloucester Health Access Centre**, Eastgate House, Eastgate Street, Gloucester. GL1 1PX. ☎ 01452 336290. The Access Centre is open 8am – 8pm 7 days a week including Sundays and Bank Holidays.

If you require health information or advice you can telephone **NHS 111** a 24 hour advice line on 111.

## TEST RESULTS

You can get your test results by phoning the Practice on ☎ 01452 891110 after 11.00 am. Please remember that not all test results can be given by a receptionist.

If a doctor needs to speak to you, the receptionist will take your telephone number and the doctor will call you back as soon as possible.

## PATIENT RIGHTS AND RESPONSIBILITIES

We respectfully ask that you:

- Let us know if you need to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to help us provide you with the best service.
- Inform the practice staff of any changes to your name, address or telephone number.

As patients you are responsible for your health and that of any dependents. It is important that you follow advice and information given to you by healthcare professionals and co-operate with the practice to try to keep healthy.

A Chaperone is available if required; please ask a receptionist or your doctor.

## REPEAT PRESCRIPTIONS

*Please remember to order your prescriptions well in advance (at least two whole working days (excluding weekends and Bank Holidays). We do not accept requests for prescriptions by telephone.*

If you are on regular treatment you should receive a printed re-order form with your prescription. When you need to order a new prescription, you can either:

- Indicate with a tick, the item you need from the list on the printed re-order form
- Request it in writing without using a form
- Complete a repeat prescription form which is available at reception
- Submit your request via our website on [www.gloucesterhealthcentre.co.uk](http://www.gloucesterhealthcentre.co.uk)
- You can post your prescription request to us
- You can drop your request into the repeat prescription box which is located in the foyer of the Practice.

Please ensure you include your full name, address and date of birth on all requests.

The prescription can be posted back to you if you supply a stamped addressed envelope, otherwise it will be ready for you to collect from reception.

## SUMMARY CARE RECORD

The Summary Care Record contains basic information about:

- **Any allergies you may have.**
- **Unexpected reactions to medications.**
- **And any prescriptions you have received.**

## NHS ENGLAND CARE.DATA

The Care Data system aims to provide timely, accurate information to citizens, clinicians and commissioners about the treatments and care provided by the NHS. If you would like to opt out of either of the schemes please ask a receptionist for details.

## DATA RESEARCH DATA COLLECTION

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again. We may use some of this information for other reasons, for example, to help us to protect the health of the general public, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. The risk of you being identified from this information is extremely low as all directly identifiable details (name, address, post code, NHS number, full date of birth) are removed from your notes before they are collected for research, and automatic programs to de-personalise any free text (non structured or coded data) are run after information is collected. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN) and Clinical Practice Research Datalink (CPRD); data may be anonymously linked to other data, such as hospital data. This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records. The data is used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code. If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected for use in research. This will not affect your care in any way. If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part: You will not be identified in any published results.

A list of published research using the THIN database can be found at <http://csdmruk.cegedim.com/THINBibliography.pdf> or please contact Michelle Page on telephone number 0207 554 0663 or email [michelle.page@thin-uk.com](mailto:michelle.page@thin-uk.com) for a paper copy.

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, please contact the Reception Team on 01452 891110. (The above information is available in larger print if required)

## POTENTIALLY VIOLENT BEHAVIOUR

The NHS 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 includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

## ACCESS TO PATIENT INFORMATION AND CONFIDENTIALITY

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Reception staff may have to ask some personal questions to help us to provide you with the best service.

Information may be shared in confidence with other NHS organisations in the interests of patient care. Information will only be passed to third parties such as employers and solicitors with your written consent.

As a patient you have the right to access your medical records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to the Practice Manager on 01452 891110.

## EXPRESSING COMMENTS, CONCERNS AND SUGGESTIONS

Comments, complaints and suggestions are a good way for us to learn about how to improve our services. Any helpful suggestions are much appreciated and a suggestion box is located in the waiting area.

However, there may be times when you are not happy about something and if you want to discuss your concerns please contact the Practice Manager. **Complaints should be addressed to: Mrs Eileen Wilkinson, Practice Manager** or you can make an appointment with the Practice Manager to discuss your concerns. A copy of our practice complaints procedure is available from reception.

In the event of a complaint being made by a patient, the practice may need to provide information about the patient, and treatment they have received, to insurers or legal advisers.

## SERVICES OFFERED

In addition to general management of medical conditions we provide health promotion advice, referral to other services if appropriate and if required care for temporary residents.

## OTHER SERVICES

- Cervical screening – the Practice Nurses are qualified to perform smears on behalf of the doctors.
- Family planning services
- Vaccinations and immunisations
- Travel Clinic
- Maternity services – antenatal clinics are run by Community Midwives
- Mental health – clinics are held regularly in the Practice by the primary mental health worker and your doctor will refer you if appropriate.
- Baby clinics – every Tuesday afternoon between 1.30 and 2.45 pm.
- New patient checks
- Blood tests and ECG's
- Clinics for diabetes, asthma, COPD, blood pressure and heart disease

## ONLINE SERVICES

You can order your prescriptions, book appointments and view your records online. If you would like to sign up for this service please ask for a form at reception.

## CARERS

If you are you a carer we would like to support you. Please ask at reception for the Carer's Forms.

A carer is someone who irrespective of age, provides or supervises a substantial amount of care on a regular basis of a child, relative, partner or neighbour who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment.

## **DO YOU OR A FAMILY MEMBER NEED EMERGENCY HOSPITAL TREATMENT?**

If so, you should go to your nearest accident and emergency (A&E) department or call 999 or 112 from a mobile phone for an emergency ambulance. Hospital accident and emergency departments are designed to treat accidents and emergencies only.

An emergency is a critical or life threatening situation which may include loss of consciousness, stroke, severe chest pain or loss of blood. Try to stay calm, do everything you can to help the person, don't put yourself in danger and don't give the person anything to eat, drink or smoke.

## **THE AMBULANCE SERVICES**

People are all familiar with the 999 phone number to call an ambulance or 112 from a mobile phone, but when is it right to ring? The service is for emergencies, when you need an urgent response. As soon as your call is received, an emergency ambulance is sent to your location. Situations requiring this service include:

- Serious accidents
- Breathing problems
- Chest pains
- Overdose
- Unexplained collapse or if unconscious
- Heavy loss of blood
- Stroke – **FaceArmSpeechTime**

**F**acial weakness, can the person smile, has their mouth or eye drooped? **A**rm weakness, can the person raise both arms?

**S**peech problems, can the person speak clearly & understand what you say? **T**ime to call 999.

## **GET THE RIGHT TREATMENT**

With the NHS nowadays, there are lots of choices. By making the right choice at the right time, you get the best possible treatment. Next time you or a family member is feeling unwell, and you are not sure what to do, use the following checklist as a guide.

### **• CAN YOU TREAT YOURSELF AT HOME?**

A well-stocked medicine cabinet will help you treat many everyday illnesses at home. For example, a small supply of Paracetamol or Ibuprofen (available as syrup for children) and other remedies will help you treat common ailments such as coughs, colds and sore throats.

### **• HAVE YOU TRIED YOUR PHARMACIST OR CHEMIST?**

Pharmacists are qualified to give advice on common complaints, such as coughs, colds, flu, sore throats, aches and pains. They can also answer any questions about medicines and other issues, such as healthy eating and giving up smoking. Your pharmacist can advise you when your symptoms are more serious and may suggest you visit your GP.

### **• HAVE YOU CALLED NHS 111?**

NHS 111 is a confidential 24-hour advice and health information service staffed by professional advisers. You can call NHS 111 on ☎ 111 at any time for advice about what to do if you or a family member feels ill.

## **INTERPRETING SERVICE**

If you cannot say what you want to say in English when you go to the Doctor and need help with interpreting - then please ring the Health Centre on ☎ 01452 891110 or speak to a receptionist.