

### **Walk in service at Urgent Care Centre GWH**

**01793 646466**

The nurse practitioners based in the walk in centre can deal with most urgent health problems in people of any age.

### **Children's Clinic**

**0300 111 0088**

They can deal with any urgent health problems in children aged 3m – 18yrs years of age. Please phone on the above number before attending.

### **Mental Health Problems**

**01793 835787**

If you already have a mental health problem & see the mental health team, if you have a crisis you can contact them at any time.

### **Minor Injury Unit Cirencester**

**0300 421 6351**

If you have a minor injury you can attend the Minor Injury Unit in Cirencester without an appointment.

Opening Hours: 8am to 11pm – 365 days a year

### **Minor Injury Unit Chippenham**

**01249 456403**

If you have a minor injury you can attend the Minor Injury Unit in Chippenham without an appointment

Opening Hours: 7am to 11pm – 365 days a year



### **Merchiston Surgery**

**Highworth Road, Stratton St Margaret, Swindon SN3 4BF**

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

**Surgery Telephone Number:** (01793) 823307 and select your required option

**Surgery Fax Number:** (01793) 820923

All our telephone calls are recorded for training and monitoring purposes.

### **Opening Hours**

Merchiston Surgery is open to visitors and telephone callers between 08.00 and 18.30 on weekdays. We are closed on Public Holidays and weekends.

### **We offer extended opening times on:**

Monday: Morning 07.00-08.00 & Evening 18.30-19.30

Tuesday: Evening 18.30-19.30

This additional service is for pre-booked routine appointments only and the telephone lines are closed.

## INFORMATION FOR PATIENTS

### DOCTORS

Dr David D. John	Dr Sue Adams
Dr Ian R Turner	Dr Penny Milsom
Dr Laura Bond	Dr Chaminda Thilak
Dr Gemma Lowbridge	Dr Stephen Jenkins

### APPOINTMENTS

**Routine appointments** are released periodically to be booked online or via telephone. The number of appointments will vary from week to week depending on GP availability.

Please can we remind you that each 10 minute appointment is for one person and one problem only. Your GP will be unable to discuss additional problems you raise in the consultation.

We offer **bookable telephone appointments** with your GP. Appointments are 5 minutes long and should be booked with your usual GP or with a GP you have seen recently about an ongoing issue. Please ensure you only book a telephone appointment for a medical issue where you do not need a physical examination

We operate a **triage system** manned by our own Team of healthcare professionals to help if you have an urgent medical problem and require same day care. Triage only operates weekdays between **8am and 10am** and **between 12 and 2pm** to allow the triage doctor to allocate appointments before we close at 6.30pm.

As an alternative to Triage, our Receptionists may offer you an appointment at an Urgent Care Centre in Swindon town centre or Moreton.

more information about SCRs visit [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk) or phone the Summary Care Record Information Line on 0300 123 3020.

### HOW TO HELP YOURSELF

Your GP is not your only health care provider. There are a number of alternatives to an appointment with your GP. Please consider these options:

#### Call NHS 111

You will be assessed, given advice and directed straight away to the local service that can help you best. Calls to NHS 111 are free from landlines and mobile phones.

#### Visit your local pharmacist

Pharmacists can give advice on lots of problems including simple infections, allergies & minor injuries. Most areas have a local pharmacy who would be happy to give advice & provide you with any medication or dressings they think are appropriate.

#### Walk in service at Swindon NHS Health Centre 01793 607890 Islington St SNI 2HG

The nurse practitioners based in the walk in centre can deal with most urgent health problems in people of any age.

Opening Hours: 8am -6pm daily

## **MAKING A COMPLAINT**

If you have any concerns about the service that you have received from the doctors or staff working for this practice, please let us know as soon as possible. This way we can sort problems and establish what happened quickly.

If you wish to make a complaint Paula Cooke, our Operations Manager will be pleased to help. Please contact her via telephone, letter or in person via reception. A copy of our Complaints Procedure is available from Reception.

## **COMPLAINING ON BEHALF OF SOMEONE ELSE**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note or consent form signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

## **NHS SUMMARY CARE RECORD (SCR)**

The NHS in England has introduced a Summary Care Record (SCR) for use in emergency care. The SCR contains information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had, to ensure those caring for you have enough information to treat you safely. The SCR enables healthcare staff to have quicker access to this information and provide safer care during an emergency, when your GP Practice is closed or when you are away from home in another part of England. All Healthcare staff are required by law to respect your confidentiality and keep all information about you secure and only staff directly involved in caring for you during an emergency will have access to your SCR. If you wish to have a SCR, you do not need to do anything, it will be created automatically. If you do not you must complete an Opt Out form and return it to Reception. For

## **CONTINUITY OF CARE**

Each patient is allocated a Usual GP who is responsible for their overall care. We try and allocate appointments with this GP but it may not always be possible because of the different hours/days GPs work. If you need to see a GP urgently you will be given an appointment with any available GP.

## **HOME VISITS**

We ask that you attend the surgery whenever possible; you will be seen sooner and we will be able to see our patients more efficiently. However, if you are housebound because of illness please call us before 10am. We have a Practice Paramedic who visits many patients as well as the GPs.

## **WEEKENDS AND OVERNIGHT**

For medical emergencies after 6:30pm and before 8:00am Monday to Friday and over the weekend and bank holidays. Please contact 111 or dial 999 for life threatening emergencies.

## **TEST RESULTS**

Please allow 5 days before phoning us for the results of your blood test. Other results are usually available after a week. This applies to tests ordered by our GPs only. For results of tests initiated at any hospital please contact the hospital directly.

## **NEW PATIENTS**

We welcome new patients living within our practice area. Please pick up a registration pack from reception or download: [www.merchiston.co.uk](http://www.merchiston.co.uk).

## **CHANGE OF PERSONAL DETAILS**

If you change your name, address, post code or telephone number, please give full details to Reception. If you move to outside of our Practice area you will be asked to register with another Practice.

## **PRACTICE AREA**

The geographical area covered by the practice is marked on the map displayed in the waiting room and on our website.

## **ACCIDENTS & EMERGENCIES**

**We are not a minor injuries unit.** Cases of poisoning, overdose, accidents and head injuries should be taken directly to the Accident and Emergency Department at the Great Western Hospital

## **REPEAT PRESCRIPTIONS**

Please call our Prescription Ordering Direct service (POD) on 01793 683755 to order your repeat prescription. Allow 7 days between ordering and collecting your medication from the pharmacy of your choice. We do not accept requests for prescriptions in the surgery but you can order online if you are registered for this service.

## **DISABLED ACCESS**

Our surgery has been carefully designed for the needs of all, including disabled or if you have limited mobility with the majority of our patient services on the ground floor. The entrance has wheelchair access and there are disabled toilet facilities. The patient self check-in screen is accessible for wheelchair users. We have a hearing loop to assist those who are hard of hearing. If you are visually impaired please let one of the receptionists know and they will be able to assist you.

## **MINOR SURGERY**

Minor Surgery and Freeze Clinics (Cryotherapy) are conducted at the Surgery after consultation with a GP.

## **NON NHS SERVICES**

Some services are not covered by the NHS e.g. private certificates, medicals for insurance, driving or sports etc., and prescriptions for foreign travel. We base our fees on those suggested by the British Medical Association. The full list of charges is published on our website and available from reception.

## **VIOLENT PATIENTS – ZERO TOLERANCE**

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 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 and record in the patient's medical records the fact of the removal and circumstances leading to it. Swindon CCG (Central Commissioning Group) is then responsible for providing further medical care for such patients.

## **COMMENTS AND SUGGESTIONS**

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide. We would love to learn of any great experiences you have had.

## **HEALTH CARE ASSISTANTS**

Susan Crofton  
Terrie Leighfield  
Amy Fowler

Our Health Care Assistants are able to take blood, conduct ECGs and complete blood pressure checks. They can dress minor wounds and complete annual health checks (by invitation).

## **COMMUNITY NURSES**

Community Nurses help with nursing care for those patients confined to their homes. Patients can be referred to this service via their GP.

## **PHYSIOTHERAPIST**

We have a Physiotherapist who works at Merchiston and you may self refer for treatment ( forms from reception). Your GP will need to refer you if more complex treatment is required.

## **LIFT PSYCHOLOGY**

Mental Health Practitioners see patients 3 days a week at Merchiston. You may book an appointment with reception. A number of on – line LIFT courses and on-line courses are available to which you can self refer.

## **MIDWIFE**

Yvonne Durrant  
Naomi Phillips

Please make an appointment to see our midwife as early as possible after confirming you are pregnant. You do not need to see your GP.

## **TRAINING**

We are an approved Training Practice for up to two doctors training to become GPs (General Practitioners). The doctors are fully qualified, have considerable experience as hospital doctors and are now gaining experience in General Practice. As part of their training they are at times required to video some consultations. Your permission will always be sought and naturally you can decline.

## **CARERS**

Do you provide regular help and support as a carer for someone who wouldn't be able to manage without your help, or do you rely on the help of a carer? There is local support and advice available from Swindon Carers (01793 531133) Carers are welcome to join us at a Carer's Cuppa meeting on the last Thursday of every month at Grange Leisure. Please contact our receptionists for more information.

## **ONLINE SERVICES**

You can register with reception to book appointments and order repeat medication on-line. You can also request to view your detailed coded record. Please see on-line or ask our receptionists for information.

## **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. In order to assist us in this we ask 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 or cancel them if you are unable to attend.

## **MISSED APPOINTMENTS**

Appointments are valuable. We have a high number of patients failing to attend for their appointment: which means other patients are unable to see a GP or Nurse. Please cancel by text, online or by telephoning us if you are unable to attend.

If you fail to attend appointments without informing us, we will write to you and if you continue to miss appointments our Partners will consider removing you from our Patient List.

## **PROTECTING YOUR 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 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 service 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.

## **GP TIME**

Please be mindful that GPs do not only see patients in the surgery. A huge amount of their time is spent on paperwork ; dealing with referrals, incoming patient and hospital letters and information from other health care providers.

## **MERCHISTON TEAM MEMBERS**

### **MANAGEMENT TEAM**

Hannah Smalley	Practice Manager
Wayne Price	Office Manager
Paula Cooke	Operation Manager

### **RECEPTIONISTS**

Our Receptionists have a lot of information at their fingertips, and will be able to answer many of your queries.

### **ADMINISTRATORS/ SECRETARIES**

We have an experienced team working behind the scenes who deal with the huge amount of paperwork generated in a busy surgery.

### **PRACTICE NURSES**

Sister Denise Clayton RGN  
Sister Karen Werrell RGN  
Sister Holly Pearson RGN  
Sister Grace Eccles RGN  
Sister Chris White RGN

Our Practice Nurses are available, by appointment, to complete asthma and diabetic checks, cervical smears, spirometry, children's immunizations, dressings, ear syringing, and removal of stitches.

We have a limited number of travel clinic appointments to discuss your immunization requirements. Please book an appointment for at least 8 weeks prior to travelling.

A **travel questionnaire** is available to download from our website or from the surgery and MUST be completed prior to your appointment.