

THE HEALTH CARE TEAM

In addition to the Doctors the following make up the Health Care Team:

Practice Nurses

Corinne RGN
Pat RGN
Alex RGN

The Practice Nurses are fully trained and experienced. Their duties include dressings, vaccinations, ear syringing, cervical smears, health checks, etc.

We also have a Health Care Assistant (Mary) her duties include, phlebotomy, blood pressure monitoring, smoking cessation advice etc, simple dressings etc.

Practice Manager

The Practice Manager – Mrs Debra Phillips deals with the running of the practice.

If you have any complaints, comments or suggestions regarding the surgery, the Practice Manager will be happy to hear from you.

Receptionist, Dispensers & Secretaries

The surgery has 7 Receptionists, 5 Dispensers and 2 Medical Secretaries:

The **Receptionist** will be happy to advise you on the services the surgery provides in addition to making appointments and dealing with requests for visits etc.

TETANUS PREVENTION

Ask us to check if you are immune, if you are not we will bring your cover up to date.

USEFUL TELEPHONE NUMBERS

NHS DIRECT	0845 46 47
Lloyds Pharmacy, Wotton	01453 843171
Samaritans (Local call rate)	08457 90 90 90
Berkeley Hospital	01453 562000
Stroud General Hospital	01453 562200
Gloucestershire Royal Hospital	08454 222222
Cheltenham General Hospital	08454 222222
Victim Support	0845 30 30 900
Alcoholics Anonymous	08457 697 555
Cruse Bereavement Care	0844 477 9400
One Parent Families	0800 018 5026
GDAS (Drug and Alcohol Service)	01453 755711
Alzheimer's Society	01453 791830
Glos Dental Srvs Helpline	08454 220 505

THE SURGERY BUILDING

The Surgery is a purpose designed and constructed building erected in 1987. It contains all the facilities that are considered essential for Primary Health Care – individual consulting rooms and computerised records.

There is adequate car parking at the rear of the building and a parking bay at the front of the building for disabled patients and those with mobility difficulties.

HOW TO REGISTER WITH THE PRACTICE

If you would like to register with the Practice simply call in to the Surgery and complete a registration form, you will be asked for photographic ID so please bring a passport or photo driving licence with you. Your form will enable us to obtain your medical records from your previous doctor. You will be asked to fill in a short questionnaire, which helps us to have some knowledge of your medical history before your notes arrive.

HOW TO SEE THE DOCTOR

The doctors work in partnership and you may see any doctor of your choice. All surgery consultations are by appointment.

Appointments can be made to see the doctor either by phoning 01453 **842214** or calling in to the surgery.

If you are unable to keep an appointment please let the surgery know immediately.

OUT OF HOURS CALLS

If you require urgent medical attention when the surgery is closed please telephone **08454 220220** or if you telephone the surgery you will be connected to the 'on call service' immediately.

You may be asked to attend Berkeley Hospital or Stroud Hospital. If you are not well enough to travel the doctor on call may visit you at home.

With these rights come responsibilities and for patients this means:

Where an appointment has been made, a patient is responsible for keeping it or giving adequate notice to the practice that they wish to cancel.

A Doctor's time is limited and he or she has many patients to see. It is a patient's responsibility not to delay the doctor unnecessarily and be aware of other patients need to consult. Remembering that an appointment is for one person only can reduce delays.

When another member of the family needs to be seen, even if it is regarding childhood ailments or if their symptoms are the same, another appointment needs to be made.

A Doctor can see many more patients in surgery than when out visiting, please do not request home visits unless the illness prevents attendance at the surgery.

As the receptionists should treat patients with respect so the patients should do the same. The surgery employs a zero tolerance to any form of verbal or physical abuse.

MAP OF OUR PRACTICE AREA

The Chipping Surgery Practice Charter

- Patients have a right to be greeted in a welcoming manner in all circumstances
- Patients have a right to confidentiality
- Patients should be offered an appointment with a Doctor within 48 hours for non-urgent conditions.
- Patients should be seen the same day for urgent conditions.
- Patients should be able to contact a Doctor in the case of an emergency at any time of day or night by phoning the surgery. At times when the surgery is closed, patients will be diverted directly to the 'on call' service.
- Patients should be able to obtain a repeat prescription within 48 hours of ordering one.
- Patients should be able to make comments and suggestions by talking to the Practice Manager.
- Patients should be able to make a complaint by writing to the senior partner or the Practice Manager.
- Patients should be seen within 20 minutes of their appointment time. Where there is likely to be a delay, patients have the right to be informed.
- Patients have the right to be treated with courtesy by GPs, employees and other providers of health services, both inside and outside the practice.
- Patients have the right to information about their own health particularly:-
 - Any illness and its treatment
 - Any possible side effects of treatment
 - Likelihood of recovery
 - How to prevent or avoid the illness recurring
 - The practice will offer advice and seek to inform patients of:-
 - Steps they can take to promote good health, and avoid illness
 - Advice on self-help that can be undertaken without reference to a doctor in the case of minor ailments.

HOME VISITS

If you require a home visit from the Doctor please contact the surgery before 10.00am. The Doctor will visit if the illness prevents the patient from attending the surgery, but please remember that facilities are better at the surgery.

NON URGENT CALLS

If you wish to speak to the Doctor on the telephone please call between 12:00 and 12:30pm when the Doctor has finished morning surgery. If you would like to speak to a Practice Nurse, we will ask for your phone number and one of them will call you back as soon as they are free.

DISPENSING

We are a dispensing practice but can only dispense medicines to patients who live more than 1 mile (as the crow flies) from the nearest chemist.

Medicines are delivered to*: (dispensed patients only*):

Hawkesbury Upon Shop on **Tuesdays**

Wickwar – Mears Shop, Kingswood Post Office, Cromhall Post

Office on **Wednesdays**

North Nibley Post Office & Charfield Post Office on **Fridays**

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered from the surgery by telephone, post, fax, email, online or calling in with your slip.

The prescription will normally be available within 48 hours. If you are not a dispensing patient your prescription will be sent directly to Lloyds Chemist in Wotton unless we are instructed otherwise.

If you would like your prescription to stay at the surgery please inform the dispensary.

If you've tried everything and failed but are still keen to give up, seek help from your doctor or practice nurse, there are various programmes to help you.

DIET

A balanced diet combined with regular exercise will help maintain a healthy body.

The Food Standards Agency provides eight tips for eating well:-

1. Eat lots of fruit and vegetables
2. Base your meals on starchy foods
3. Eat more fish
4. Cut down on saturated fat and sugars
5. Try to eat less salt, no more than 6 grams daily
6. Get active and try to maintain a healthy weight
7. Drink plenty of water
8. Don't skip breakfast (it can make you gain weight if you do).

BLOOD PRESSURE

Has yours been checked in the past five years?

CERVICAL SMEARS

We recommend women should have regular three/five-yearly cervical smears.

The **Dispensers** are available to deal with prescription queries, dispensing of medications etc. A dispenser is always on duty during opening hours.

The **Secretaries** deal with all aspects of patient referrals, and general office duties.

Midwife

Our midwife is Michaela Platt. When your pregnancy is confirmed, you will be invited to attend a booking clinic, which is also held at the surgery.

You will see the midwife throughout your pregnancy at antenatal clinic, which is also held at the surgery. After you have had your baby the midwife will visit as required until care is handed over to the Health Visitor.

Michaela is also attached to Stroud Maternity Hospital and can always be contacted on **01453 562140**.

Health Visitor

Our Health Visitor is Nicola Clarke she is available for help and advice on all matters relating to babies, young children, young families and the elderly.

She can be contacted on **01453 562350** and is based at Symn Lane Clinic, Wotton-Under-Edge.

Community Nurses

Our District Nurses provide support and nursing to patients at home. This will be arranged by the doctor or by the hospital. They can be contacted directly on **01453 562362**.

Changes of Name, Address, Telephone Number

If you move house within the area, please inform us soon as you can, including the names of all those who have with you, together with your new address, postcode and telephone number. Patients moving too far from the surgery may be asked to register with another practice which is nearer to the new address.

Test results: Please phone 01453 842214 (option 3) for results

Do not assume the practice will contact you with an abnormal result.

Keep Your Appointment Times

Please try to arrive promptly for appointments. Each late arrival delays all those whose appointments follow yours. Although we try our best to keep to appointment times, emergencies do occur and some appointments take longer than our allotted 10 minutes. On these occasions your appointment may be delayed. If the delay is appreciable you will be informed by the receptionist.

We apologise for those occasions on which this is the case, but it may be you that needs the extra time. If you cannot attend please let us know so that we can give the appointment to someone else.

Further Information

Medical Advice is available 24 hours a day from:
NHS DIRECT: 0845 4647 or www.nhsdirect.nhs.uk

NHS Direct

NHS Direct is a professional 24-hour advice and health information service staffed by nurses and professional advisers. You can call NHS Direct on 0845 4647, any time for immediate advice on what to do if you or a family member feels ill.

- An accepted safe limit is 21 units a week for men and 14 units for women, a unit being approximately a small glass of wine, half a pint of beer or a single measure of spirit.
- This recommended maximum presumes that the consumption is spread throughout the week and not consumed all at once in a 'binge'.

SMOKING

- Lung cancer is the second most commonly diagnosed cancer in the UK and causes more than a fifth of all deaths from cancers. Over 100,000 people die each year in the UK from smoking-related diseases.

HOW TO GIVE UP

Stopping smoking is all about motivation. Without the real desire to give up you will be unable to succeed. You must want to give up rather than feel you should give up.

- Set a date a week or so in the future when you intend to stop
- Tell all your friends, relations and work colleagues that you're giving up on that day and ask for their support and encouragement. If at all possible, find someone to give up with you.
- When the big day comes, plan it carefully with plenty to keep you occupied. Avoid situations where the desire to smoke will be strongest such as whilst drinking.
- Finally, carefully put the money you would have spent on cigarettes on one side, each day, to save up for some special treat as a reward.

LOOKING AFTER YOUR HEALTH – 10 STEPS TO A HEALTHIER LIFESTYLE

- Eat five portions of fruit or vegetables every day
- Cut down on the amount of fried food you eat
- Try and keep within the ideal weight range for your height
- Drink more water and less sugary drinks
- Drink no more than one or two units of alcohol a day
- If you smoke, try to cut down or think about giving up
- Take a brisk walk every day
- Keep out of the midday sun
- Set aside a time for relaxation
- Make sure you get enough sleep to see you through the day

HEALTHY LIVING

It's easy to take your health for granted. By following a healthy lifestyle you can reduce the risk of getting seriously ill. You will feel better and it will help improve your immune system.

ALCOHOL

Consumed in moderation, alcohol is acceptable, and in small quantities, alcohol can actually be beneficial to health. In large quantities, on a regular basis, it can have a very serious negative effect on health.

NHS Direct also provides information on particular health conditions: self-help or support organisations; and local health services.

For those whose preferred language is not English, there is a choice of a confidential translation service. For patient's safety, all calls are recorded. Calls are charged at local rates.

LOCAL PRIMARY CARE TRUST ADDRESS

Gloucestershire PCT
Sanger House
5220 Valiant Court
Gloucester Business Park
Brockworth, Gloucester
GL3 4FE
Telephone No. 08454 221500

Chipping Surgery Policy on Zero Tolerance

This practice upholds the NHS policy on ZERO TOLERANCE.

Any person behaving in an unacceptable manner, to the practice staff, GP's, Practice Manager or any other person on the premises, may be asked to leave the premises.

Any person behaving in an abusive, aggressive manner, whether verbally or physically **WILL** be asked to leave.

This type of behaviour **WILL** result in the police being called, and removal from the practice list.

If you have any concerns about this issue of your own treatment at the surgery please write to the Practice Manager. We would draw your attention to the Chipping Surgery Complaints Policy.

Chipping Surgery Confidentiality Policy

It is the policy of this practice to ensure that all patient dealings with the surgery remain confidential. This is regardless of whether the contact is:

- Face-to-face
- Written
- By telephone

All members of staff are bound by this policy. Any breach of patient

Confidentiality may lead to disciplinary action being taken, in accordance with the employment contract.

In order to maintain patient confidentiality, details relating to a patient will not be released to a third party without their express, written consent.

If a patient wishes to hold a conversation with a member of staff or the Practice Manager in a private room, arrangements will be made to do so.

If you feel that your confidentiality has been breached please write to the Practice Manager.

Data Protection Policy

It is the policy of the Chipping Surgery to ensure that the eight Principles of the Data Protection Act are upheld.

The eight Principles are:

1. That all data be fairly and lawfully processed.
2. That all data be processed for limited purposes.
3. That all data be adequate, relevant and not excessive.

4. That all data be accurate.
5. That all data will not be kept longer than necessary.
6. That all data be processed in accordance with the data subject's rights.
7. That all data be kept securely.
8. That data will not be transferred to countries without adequate protection.

Accordingly, these principles are encapsulated into the employment contract of all staff and external contractors of The Chipping Surgery.

Any person failing to comply with the above policy will be subject to disciplinary procedure as outlined in their contract.

Freedom of Information Act

The purpose of the Act is to give everyone greater rights of access to information about how public authorities work. Gloucestershire PCT has produced a publication scheme of all documents available to the public on its website at: www.glospct.nhs.uk

For more information about the Freedom of Information Act visit: www.foi.nhs.uk.

CHIPPING SURGERY OPENING HOURS

MONDAYS: 08:30am – 20:30pm

TUESDAYS, THURSDAYS & FRIDAYS: 08:30am – 18:30pm

WEDNESDAYS: 08.30am – 1.30pm (CLOSED AFTER 1.30pm)

Emergency 'Out of hours' telephone number: 08454 220220
6.30pm & 8.00am weekdays & 6.30pm Friday – 08.00 Mon

DISPENSARY OPENING HOURS

MONDAYS, TUESDAYS, THURSDAYS & FRIDAYS: 08:30am – 18:30pm

WEDNESDAYS: 08:30am – 13:30pm

Urgent prescription requests when we are closed:

Please contact the 'emergency out of hours' service for advice.

Email address for ordering repeat prescriptions:

chippingsurg.repeats@glos.nhs.uk (please ask for a sign up form)

Online Service: If you would like to sign up to use **EMIS Access** for online appointment booking & repeat prescription ordering please speak to a Receptionist who will give you some paperwork to complete.

WEBSITE ADDRESS: www.thechippingsurgery.co.uk

BRANCH SURGERIES

Bethesda Chapel, Hawkesbury Upton
Monday – 2pm

The Community Centre, Wickwar
Tuesday – 2pm

THE CHIPPING SURGERY

Symn Lane
Wotton-Under-Edge
Gloucestershire
GL12 7BD

Telephone No: **01453 842214**

Fax No: **01453 521558**

VAT Reg No: **876 6480 72**

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