

USEFUL TELEPHONE NUMBERS

Out of Hours Service (6.30pm – 8.00am) + weekends	111
Green Gable (Branch Surgery)	01793 752633
Health Visitor	0333 321 9495
District Nurse	01666 827567
Great Western Hospital, Swindon	01793 604020
Swindon Health Centre	01793 607890
Chippenham minor injury unit	01249 456403
Cirencester minor injury unit	01285 655711
Lloyds Pharmacy, Purton	01793 770294
Boots Pharmacy, Cricklade	01793 750226

The Practice's governing body is:
Wiltshire Clinical Commissioning Group
Southgate House, Pans Lane, Devizes, SN10 5EQ
Tel: 01380 728899 Web: <http://www.wiltshireccg.nhs.uk/>



Purton Surgery

Purton Surgery
High Street
Purton
Wiltshire
Tel: 01793 770207



Opening hours:
Monday to Thursday 8.30am – 6.30pm
Friday 8.30am – 5.30pm

Out of hours: 111

www.purtonsurgery.co.uk

Purton Surgery
High Street
Purton
Wiltshire SN5 4BD
Tel: 01793 770207

Doctors

Dr Carita Gomara Dr Vinod Chandran Dr William Leggate Dr Samantha Bracken

Salaried Doctors

Dr Ceri Davies Dr Kerrie Wallis Dr Noel Au-Yeung Dr Chuan Low Dr Diana Rodriguez

Advanced Nurse Practitioner

Seema Sareen

Specialist Practitioners

Andrew Molyneaux Steve Tanner

Practice Manager

Kai Howard

Practice Nurses

Sara Chamberlain Rachel Kemp Judy Maxfield Joanna Griffin

Health Care Assistants

Maria Collins Mary Buckland

Care Co-ordinator

Teresa Philpott

Secretaries/Administrators

Linda Fisher Caren Dwyer June Drillien Alex Ward Myra Hetherington Alison Carter

Receptionists

Suzanne Willie Delia Goodall Maria Collins Carole Welsh Dawn Watling
Andrea Read Kelly Kayser Ruth Wakeley Marie Chapman Karen Humphrey

Pharmacists

Rachel Dolman Andrea Mican Simble Thomas Puntia Mistry Fehmeeda Mooraby
Christopher Chadwick Elaine Whittaker – Pharmacy Technician

Make Sure You Choose the Right NHS Service

NHS 111

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you may need to go to A&E or need another NHS urgent care service.
- You need health information or reassurance about what to do next.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobiles – dial 111.

GP

Visit your GP when:

- Illnesses aren't responding to self-care or advice from your pharmacists.
- When you're suffering from a persistent illness.
- When you have a 'flare up' of a long standing illness.
- When you're in need of any vaccinations.

Minor Injury Unit/Walk In

- No appointments needed.
- Can treat a variety of injuries such as sprains, strains, minor cuts and fractures.

Walk In Centre, Carfax Street, Swindon
Tel: 01793 428524
Minor Injuries Unit, Chippenham
Tel: 01793 456403

Sexual Health Clinics
Carfax Street, Swindon
Monday – 15:00 – 17:00
Tuesday – 16:30 – 18:30
Drop in Only, No Appointments.

The Great Western Hospital, Swindon
Appointment Required.
Tel: 01793 604038

Health Centre, West Swindon
Tel: 01793 877233
Wednesday - 18:00 - 20:00
Friday – 14:00 – 16:00

Community Hospital, Chippenham
Mondays – 18:00 – 20:30 (01225 831593)
Wednesday – 16:00 – 19:30 (appointment only) (call 01249 456502 between 1pm - 3pm for an appointment)

Self-Care

- The best choice for minor illnesses.
- Try the online symptom checker:
www.nhs.uk/symptomchecker
- Keep a well-stocked medicine cabinet, guidance can be found at:
www.nhs.uk/Livewell/Pharmacy
- Visit www.patient.co.uk which is an online resource loaded with tips and advice on the different self-care options and how to go about treating your minor ailments.

Pharmacists

- Talk in confidence, without appointments.
- They offer expert advice on minor ailments such as coughs and colds, earache, skin rashes and sore throats.
- They can provide services such as Chlamydia testing, emergency contraception and stop smoking services.

Purton Chemist:

- Lloyds – 01793 770294

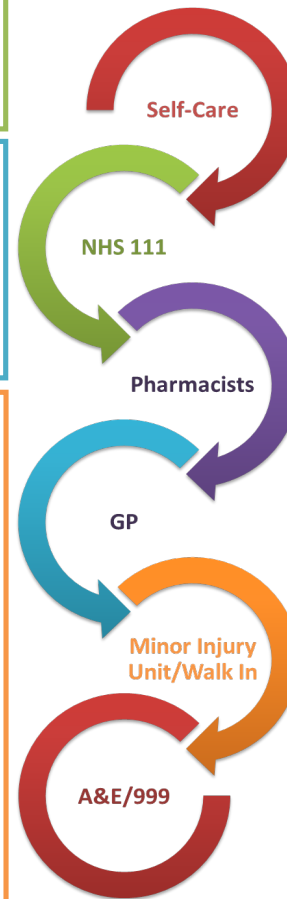
Cricklade Chemist:

- Boots – 01793 750226

A&E/999

Visit A&E or call the 999 ambulance service for emergencies that are critical or life threatening. Such as:

- Loss of consciousness.
- Persistent severe chest pain.
- Acute confused state.
- Fits that are not stopping.
- Severe bleeding that cannot be stopped.



PATIENT GROUP

A patient group has been formed to facilitate two-way communication between the surgery and the practice patients.

The patient group meets once a month with the practice manager and aims are to improve communication, set objectives and discuss service provisions across the county.

More information about the patient group can be found at

<http://www.purtonsurgery.co.uk/ppg.aspx>

PATIENT RIGHTS AND RESPONSIBILITIES

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information.

There are times when we have to pass on information about you to other people such as hospitals, social services or the health authority. This is always done confidentially or by removing your identifying details when they are not essential.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your information, you can speak to our practice manager.

We offer same day appointments to all our patients who need one. In order for us to be able to maintain this level of service, it is important that you are as prompt as possible for your appointment and, also, that you inform us if you are unable to keep your appointment so that it can be given to someone else. If you feel that you need longer than the usual 10 minute appointment time, for any reason, please let the receptionist know when booking the appointment so that this can be arranged for you.

As a practice, we treat all our patients with civility, dignity and respect. We ask that you treat all our staff in the same manner.

Information correct at time of printing.

Version: 01/16

THE PRACTICE

The Practice consists of one main surgery and one branch surgery. Our branch surgery is based in Cricklade (Green Gable). There are eight doctors who work in both surgeries.

The doctors work in Partnership and the two surgeries overlap for emergency care. Where possible, we try to encourage patients to see the same doctor each time they attend. While the booking system is flexible to allow this, it may not always be possible, particularly if the patient wants an urgent appointment or visits. Patients who feel they need to be seen urgently will be offered an appointment the same day. Failure to offer you an appointment you will be put on a urgent triage list for the duty doctor to call you back that day.

We wish to encourage a healthy lifestyle to improve the general health of all our patients. We offer patients a simple health check on registering with the practice. This, and subsequent checks, are usually carried out by the practice nurses.

HOW TO SEE YOUR DOCTOR

Appointments: You can make an appointment online, by calling in at the surgery or by telephone (01793 770207 for Purton, 01793 752633 for Green Gable). In general, it helps if appointments can be booked well in advance to aid organisation. Patients requiring appointments which are not urgent for today should telephone after 10.00am.

Routine GP appointments are available to book from Thursday for the following week.

Appointments for nurses and blood tests can be made up to a month ahead.

Urgent appointments: Patients requiring same day appointments should phone before 10.00am. Emergencies will always be seen the same day.

Patients requiring emergency appointments may be asked to travel to either Purton or Cricklade.

Receptionists are available in Purton Monday to Friday 8.30am to 6.30pm. **Both surgeries open each weekday morning and one (or both) surgeries are open each weekday afternoon.** The precise times of surgeries vary from day to day and week to week and depend on which GP is in attendance.

EMERGENCIES: To contact the duty doctor during normal working hours (8.30am – 6.30pm Monday to Friday), telephone Purton on 01793 770207.

EVENING AND WEEKEND EMERGENCY COVER: On Monday to Friday (6.30pm to 8am) and all day at weekends and bank holidays, please phone 111 to contact the emergency, out of hours, service.

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.

If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

For more information about the provision of out of hours services, contact the patient advice and liaison service on 01235 205565 or 0800 052 3225.

You can also get general health advice 24 hours a day by calling 111.

HOME VISITS

If you are too ill to come to the surgery, a home visit can be arranged. Please telephone the receptionist between 08.30am and 10.00am. This helps the doctor to plan the round. Explaining exactly what is wrong to the receptionist will also help the doctor to see the most urgent cases first.

URGENT HOME VISITS

Visits requested after 12.00pm are for emergency matters only and will be carried out by any of the doctors.

TRAVEL ABROAD

Travelling abroad carries a number of risks. We suggest that you contact the practice early to make an appointment. The practice nurse will subsequently inform you of the immunisations you may require and advise you when to make an appointment to discuss your plans and to receive any injections or medication required. There may be a fee to pay for some of the immunisations or medications. These clinics run on Tuesday afternoon and Wednesday morning with the Practice nurses.

PRIVATE MEDICAL EXAMINATIONS AND CERTIFICATES

These are not covered by the NHS and include insurance, occupational driving and sports medicals. Please ask the receptionist who will tell you if any fee is involved and arrange a special appointment. A list of charges is displayed in each surgery.

DISABLED PATIENTS

There is wheelchair access and disabled toilet facilities in both surgeries.

SPECIMEN TRANSPORT

There is a daily collection of pathology specimens going to GWH Swindon. Specimens should be brought to the surgery before 12.00pm.

CHILDREN

We cannot see (and, therefore, treat) children under 12 unless they are accompanied by a responsible adult. We also prefer an adult to accompany older children (i.e. under 16) but will discuss any matter with a child over 12 in confidence if they wish.

TRANSPORT

National guidelines state that transport to hospitals run by the ambulance service can only be provided for people who are not well enough to use ANY OTHER FORM OF TRANSPORT, including taxis.

NHS HEALTH CHECKS

These are carried out by the practice nurses by request. If you are making an appointment for a health check, please tell the receptionist who will schedule the correct amount of time.

FAMILY PLANNING SERVICES

Advice on all aspects of contraception is provided including fitting of diaphragms (caps) and intrauterine devices (coils). These services are available with Dr Gomara in her Gynae clinic, which is usually on a Wednesday afternoon.

MATERNITY CARE

A full range of pregnancy care is provided jointly by the doctors and midwives. This includes advice before conception, including infertility and care during and after pregnancy. All antenatal appointments are provided in the practice except for patients having consultant care. We prefer patients to be seen in antenatal clinics where possible.

MINOR SURGERY

Simple surgical procedures carried out under local anaesthetic can be performed by the doctors by special arrangement. These clinics are on a Wednesday afternoon with Dr Chandran.

CERVICAL SMEARS

Routine smears are advised every 3 years from age 25 to 65. Women are usually advised by letter when a test is due and an appointment offered with the practice nurse. If you are in doubt about whether you need a smear, please contact the practice nurse.

HOW TO REGISTER

You can register with the practice if you normally reside in our practice area. Please have a look our website to see you if you are in our practice area.

You can register by coming in to Purton Surgery to see a receptionist or you can print a registration pack off from our website. You will be asked to complete a registration form and a new patient questionnaire. The questionnaire gives us some basic information about you and your health which will enable us to care for you effectively until your records arrive from your previous GP.

THE PRACTICE STAFF

Mr Kai Howard is the practice manager for both surgeries and is responsible for the day to day running of the Practice. If you have difficulties using our services or any suggestions as to how we might improve them, he would be happy to hear from you by phone or by letter. Mr Howard is also responsible for our complaints system.

COMPLAINTS

The Practice has an agreed procedure for acting on complaints. If you wish to make a complaint about one of the doctors, nurses or any other member of staff, then the practice manager should be contacted. If this is inappropriate, Dr Gomara should be contacted.

PRACTICE NURSES

The practice nurses are Sara Chamberlain, Rachel Kemp, Judy Maxfield and Jo Griffin. They provide services such as minor dressings, removal of stitches, immunisations and injections.

They run the cervical screening programme. They have a central role in our health education and promotion programme and carry out most of the health promotion checks.

They also undertake regular checks on patients with chronic diseases, especially diabetes and asthma.

PHLEBOTOMISTS

The two phlebotomists are responsible for taking blood samples. They work 8.30am to 12.00pm on Monday, Tuesday, Wednesday, Thursday and Friday mornings in Purton. Tuesday and Friday mornings in Cricklade.

RECEPTIONISTS

The receptionists e appointments, deal with repeat prescriptions, file records and results as well as entering data on the computer. They are usually the people who answer the telephone or welcome you to the surgery.

SECRETARIES

There are two secretaries, who work from Purton Surgery. They deal with all the correspondence between the GPs and the hospitals, answer queries concerning hospital appointments and insurance queries.

COMMUNITY STAFF

DISTRICT NURSES

Our district nurses can be contacted on 01666 827567. They look after people, especially the elderly, who are confined to their homes and need nursing care. These arrangements will usually be made through the surgery where necessary or you can leave a message on their answerphone.

HEALTH VISITORS

The health visitors are based in Chippenham and can be contacted on 0333 321 9435

The health visitors are in regular contact with all families with children under 5. They are also available in their offices to give advice on health care to all. They organise and run the child health surveillance clinics and parent craft classes.

MIDWIFE

The Community Midwifery Service may be contacted via the Great Western Hospital on 01793 604020. The midwives run antenatal clinics in Purton on Wednesday and Thursday between 1.30pm and 4.00pm and Wednesday in Cricklade between 09.30am and 11.30am. If you think you may be pregnant, please make an appointment with your GP in the first instance.

PRACTICE SERVICES

ONLINE SERVICES: You may book or cancel appointments and request repeat prescriptions online.

Please ask at reception and we will give you a password and PIN so you can start using the system. You will need to bring in ID to register.

CALL SYSTEM

On arrival for your appointment, you may book in using our call in system using your date of birth. This will save time not having to wait for a receptionist, if they are busy. Once booked in your name will come up on the TV screen in the waiting room.

REPEAT PRESCRIPTIONS

Prescription requests should only be made in writing, preferably on the form provided with your prescription or requested through our online service. Prescriptions will be ready for collection in 5 working days of the practice receiving your request.

You may collect your prescription or give us a stamped addressed envelope if you wish us to post it. The majority of our prescriptions now go electronically over to the chemist, but printed prescriptions are collected daily by the local Pharmacists who intend to have your medication ready for collection for collection within 5 days.

From time to time you may be asked to see your doctor to review your medication.