



WEOBLEY & STAUNTON ON WYE SURGERIES

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WEOBLEY SURGERY

The Surgery, Weobley, Herefordshire. HR4 8SN

01544 318472 for all calls except repeat prescriptions

01544 318177 for repeat prescriptions only

STAUNTON ON WYE SURGERY

The Surgery, Staunton on Wye, Herefordshire. HR4 7LT

01981 500227 for all calls except repeat prescriptions

01981 500603 for repeat prescriptions only

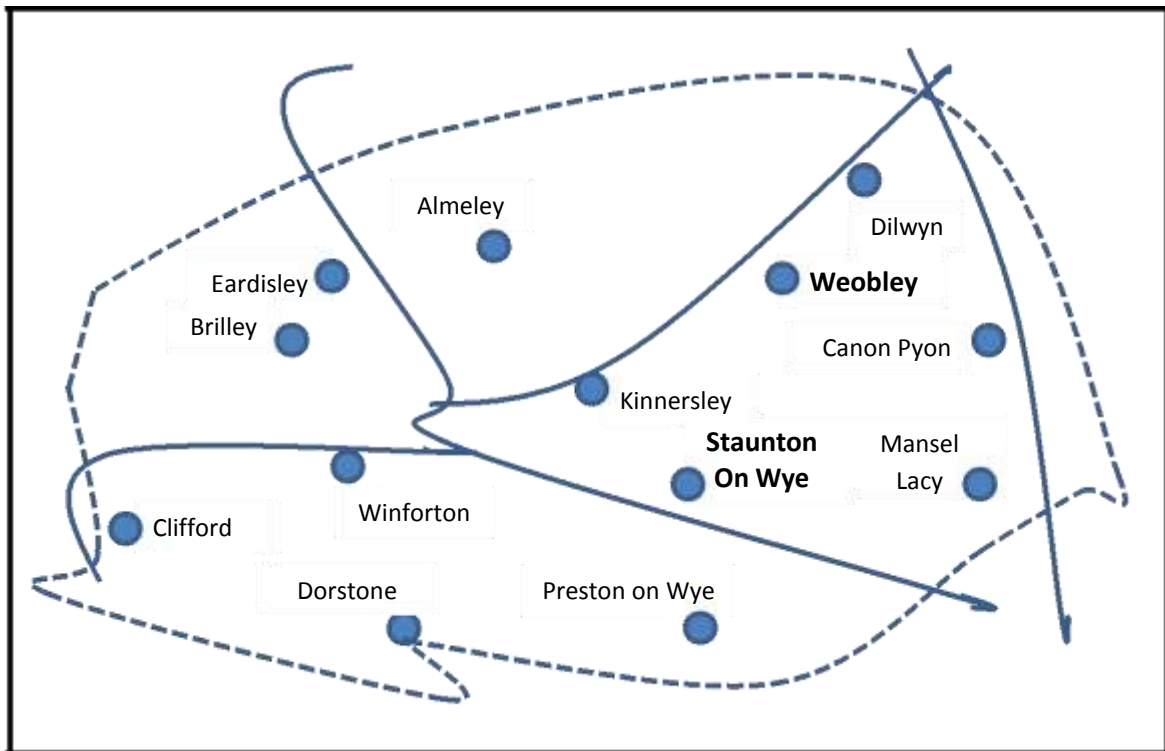
www.weobleyandstauntonsurgeries.nhs.uk

INTRODUCTION

The Weobley and Staunton on Wye Practice covers a large area of rural Herefordshire. We aim to provide high quality medical care to all our patients while maintaining a personal service.

This leaflet provides important information about the practice. Please keep it in a safe place for reference.

AREA COVERED BY THE PRACTICE



REGISTERING AS A PATIENT

If you wish to register as a patient, please come to your surgery of choice and request a registration pack. We will ask you to complete a registration form (GMS1) and in addition to the registration form we will ask you to complete a health questionnaire to assist us with your care before your medical records arrive. We also need to see some form of identification. For example, your passport or driving licence, and something with your address on, for example a bank statement or a household bill. Once you are registered you can access all our services.

Each patient will be registered with a named GP, however the practice operates a service where you are free to choose which GP you see. You are also free to attend either of our surgeries if an appointment is more convenient for you.

We encourage all new patients to attend for a new patient health check with one of our health care assistants. The health check will include recording your height, weight and blood pressure. You will be asked to provide a urine sample. This health check provides an opportunity for us to meet and it is important for us because we can identify if you need medical care from us as a new patient.

If you are currently on medication and will require repeat prescriptions, please make an appointment to see a GP too. Your new GP can then authorise the repeat medications before you request it and it will avoid any delays in you being provided with your medications.

Once you are registered, please notify us as soon as possible if your personal details change (eg. telephone number) so our records remain accurate.

PRACTICE STAFF

ADMINISTRATION TEAM

Practice Manager – Mrs. Michele Petrie

The Practice Manager oversees and develops the work of the surgeries financially and strategically whilst providing overall management responsibility for all staff. She ensures that the practice runs efficiently for patients and that the doctors have the support they need. If you need any advice or have any problems with the service you are receiving please feel free to contact her.

Assistant Practice Manager – Ms. Suzi Cox

The Assistant Practice Manager supports the Practice Manager and the GPs to ensure the smooth running of the practice and deputises for the Practice Manager in her absence.

Medical Secretaries – Mrs. Annie Powles & Mrs. Samantha Price

Our Medical Secretaries provide a full secretarial service to our GPs including the arranging of admissions, appointments at hospital and/or other providers and providing invoices for any non-NHS work.

RECEPTION TEAM

Reception Supervisors – Mrs Jane Harley & Mrs. Mel Gittoes

The Reception Supervisors head our team of receptionists. They provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as dealing with financial claims, dealing with patient records and carrying out searches and practice audits. If you need any advice or have any problems with the service you are receiving from Reception please feel free to contact one of our Reception Supervisors.

NURSING TEAM

Practice Nurses – Jo Jones RGN and Sophie Hodge RGN

Our practice nurses see patients by appointment and are responsible for much of the follow-up of diabetes, heart disease and asthma. They can give advice on a wide range of general health issues and also:

- Vaccinations
- Travel vaccination/advice
- HRT
- Wound dressings
- Removal of sutures
- Cervical smears
- Family planning

Healthcare Assistants – Amanda Carter and Jenny Rollings

Our Healthcare Assistants see patients by appointment for:

- Blood tests
- Health checks
- New patient checks
- Well man checks
- Well woman checks
- Blood pressure checks
- ECGs (if requested by a GP)
- Weight checks
- Wound dressings

DISPENSARY TEAM

Dispensary Manager – Mrs. Gill Gane

The Dispensary Manager heads our team of Dispensers and Dispensary Assistants. The range of duties is broad and varies depending on the post, but includes dispensing prescriptions, using dispensary and stores computer systems to generate stock lists and labels, helping to maintain reasonable dispensary stock level, receiving, loading, unloading incoming goods from wholesalers, manufacturers and elsewhere, answering queries on the supply and availability of medicines, where this is within their competence, responding to telephone and face to face enquiries of a routine nature from patients, drawing any problems identified or queries raised to the attention of the GPs. If you need any advice or have any problems with the service you are receiving from Dispensary please feel free to contact our Dispensary Manager.

OTHER VISITING CLINICIANS

Community Nurses

Our Community Nurses (District Nurses) are based at Kington. They give care at home for acute or chronic illnesses and after discharge from hospital. They can also organise and provide mobility aids and nursing equipment for carers and patients. Some of this equipment has been provided by patient donations to the Surgery Equipment Fund and can be lent to patients. To contact the Community Nurses please ring **01544 230010**.

Hospital at Home

Patients who are 'admitted' stay in the comfort of their own home and are seen by a team of health professionals who will do everything they can to help them stay well and independent and self-manage their condition. The care you will receive will be tailored to your individual needs. Training and education will also be offered to help you feel more confident about living with your condition. Help in finding support networks and people to share your experiences with reducing the likelihood of you requiring hospital care in the future. You can be reviewed from as little as a week or two, or usually for three months. Your doctor will discuss during your consultation whether a referral is appropriate and gain your consent before this is undertaken.

Hospice at Home

Hospice at Home provides high quality care and support for adults who have palliative and end of life care needs, and also for their families and carers. Hospice at Home supports and

cares for patients and carers, husbands and wives, mothers and fathers, brothers and sisters, partners and friends.

Community Midwives

Our midwives hold regular clinics at Weobley and also make home visits to provide antenatal and postnatal care. They work with the GPs to give advice about the routine tests and services which will be offered to you. Please ask at Reception if you need a telephone number to contact a midwife. We do not print them in our leaflet because they work with mobile phones and their contact numbers often change.

Health Visitor

Our Health Visitor will offer help and advice on under 5s and general child development. She sees patients by appointment in their homes and in the surgeries.

Weobley 1st Wednesday of the month 1 pm - 2.30 pm

To contact the Health Visitor directly please ring **01432 260195**.

Healthy Lifestyle Co-Ordinator

Healthy Lifestyle Trainers offer one to one support to help people who are struggling to make changes to their lifestyle. They will help you set your own personal goals specific to your needs, ones that fit with your lifestyle and they will support you over a period of six sessions. They are able to meet you within the community and at a time that suits you. Please ask at Reception if you need a telephone number to contact the Healthy Lifestyle Co-ordinator.

Social Prescriber

Recognising that people's health is determined primarily by a range of social, economic and environmental factors, social prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health. The Social Prescriber enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services. Social prescribing schemes can involve a variety of activities which are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports. In addition to supporting individuals to take greater control of their own health, social prescribing schemes may also lead to a reduction in the use of NHS services. Social prescribing is designed to support people with a wide range of social, emotional or practical needs, and many schemes are focussed on improving mental health and physical well-being. Those who could benefit from social prescribing schemes include people with mild or long-term mental health problems, vulnerable groups, people who are socially isolated, and those who frequently attend either primary or secondary health care. Appointments can be arranged following consultation with one of our GPs or Nurses.

Mental Health & Dementia Workers

Mental health workers are responsible for providing support and services to individuals and families experiencing mental health issues. This may include confidential individual, family or group counselling, support for families dealing with mental health issues or referrals to treatment for individuals. Appointments can be arranged following consultation with one of our GPs.

The Dementia Specialist Nurse provides monthly clinics to carry out cognitive assessments and provide support for patients and their families/carers. Appointments can be arranged following consultation with one of our GPs.

Physiotherapy

The Physiotherapist provides regular clinics to provide education and advice such as posture, correct-lifting or carrying techniques; movement, tailored exercise and physical activity advice to improve your general health and mobility and manual therapy to help relieve pain, stiffness and to encourage better movement of the body. Appointments can only be arranged following consultation with one of our GPs.

Doctors in Training

This Practice has been involved in the training of future GPs since 1998 and from time to time we have medical students who spend two weeks with us as part of their training programme. They come to us to experience rural practice. The GP Registrar (Trainee) is a fully qualified doctor who already has much experience of hospital medicine and who will gain invaluable experience by being based within the Practice. They work full-time in the Practice for a period of 6 or 12 months. At all times they provide care of the same standard as that provided by the other doctors - please accept them as a valued addition to our team.

We also teach final year medical students who are usually with us for four week blocks. You will occasionally be asked whether you are willing to see your doctor in the presence of a student. Occasionally, during the open surgery, patients may be invited to discuss their symptoms with the medical student alone, prior to further consultation and treatment with the doctor. Again, you are free to refuse. A notice will be provided at the Reception Desk when medical students are present in the Practice for training.

SURGERY OPENING TIMES

| | Weobley | Staunton |
|------------------|--|--|
| Monday | 8.30 am – 1.00 pm 2.45 pm – 6.00 pm | 8.30 am – 1.00 pm |
| Tuesday | 8.30 am – 1.00 pm | 2.45 pm – 6.00 pm |
| Wednesday | 8.30 am to 1.00 pm | 8.30 am – 1.00 pm 2.45 pm – 6.00 pm |
| Thursday | 8.30 am – 1.00 pm 2.45 pm – 6.00 pm | 8.30 am to 1.00 pm |
| Friday | 8.30 am – 1.00 pm 2.45 pm – 6.00 pm | 8.30 am – 1.00 pm |

NB - When the surgery is closed a recorded message will give you details about contacting the out of hours service

MAKING AN APPOINTMENT

All consultations are by appointment. These can be made by telephone, in person or online via our website www.weobleyandstauntonsurgeries.nhs.uk. If you are unable to keep an appointment please let us know as soon as possible or cancel it online.

Appointments can be made on the telephone from 8 am each morning. Please ring either surgery to make your appointment. Our receptionists can access the appointment lists at both surgeries. If your problem is urgent, we will always see you on the same day.

There may be times when your GP of choice is not available. If this happens then you will be offered an appointment with another GP.

TAURUS APPOINTMENTS

Taurus Healthcare Ltd is a company that has been set up by the GPs in Herefordshire to provide additional medical services to patients.

There are now three Primary Care Hubs open in the county that provide GP and Practice Nursing services to all Herefordshire patients during the evening and weekends. The hubs are staffed by local GPs and Nurses who will, with your permission, be able to access your medical records, thereby offering you continuity of care.

To make an appointment to see either a GP or Nurse at one of the hubs you can telephone reception at Weobley or Staunton on Wye Surgery and the receptionist will check the availability at the hubs and book your appointment for you. Alternatively, you can telephone **111** and ask for an appointment at one of the Taurus hubs or you can ring direct on **0800 121 7221**.

The hub locations are currently Hereford, Leominster and Ross on Wye. The Hereford hub is open between 6.30 pm and 8.30 pm on weekdays and 8 am to 8 pm on weekends and Bank Holidays. The Leominster and Ross hubs are open weekends and Bank Holidays between 8 am and 12 noon.

TELEPHONE CONSULTATIONS

If you would like to speak to a GP but do not need to attend the surgery, you have the option of booking a telephone consultation. This will save you coming into the surgery. Please telephone the surgery and ask for a telephone consultation. Because it is not always practical for you to ring and find a doctor free at a set time, we will usually take your telephone number and the doctor will ring you back.

HOME VISITS

This is an important service, but because of the large area we cover, it is time consuming for the doctors. We are happy to visit our patients but ask that you please come to the surgery if you possibly can. If you need a visit, please telephone before 10.30 am. This allows the doctors time to plan their visits at the end of their morning clinic and before they start their afternoon clinic. If your request is urgent, it will be dealt with as soon as possible.

NHS 111

You can call 111 when you need medical help quickly but it is not a 999 emergency. NHS 111 is a fast and easy way to get the right help whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You should use this service if you urgently need medical help or advice but it is not a life threatening situation.

URGENT APPOINTMENTS

Between 8 am and 6 pm Monday to Friday, please telephone the surgery.

| | |
|-----------------|---------------------|
| Weobley | 01544 318472 |
| Staunton on Wye | 01981 500227 |

At weekends, Bank Holidays and between 6 pm and 8 am please telephone NHS 111. In a genuine emergency you should call **999**. Chest pains and/or shortness of breath constitute an emergency.

TEXT MESSAGE & VOICE MESSAGING ALERTS

Memory Jog (MJog) patient text messaging and AccuRx are services that we have been using for a few years and feedback from many of our patients is that you love it. Our text services will automatically send a text message to all patients who have a mobile phone number recorded with us to remind them of their upcoming appointment at the surgery. It is simple and quick for patients to reply to if they wish to cancel their appointment saving time and ensuring the appointment slot is immediately available for another patient. We also use this medium to invite patients to flu, shingles, diabetes and asthma clinics and to let patients know when repeat prescriptions are ready for collection. Please ensure we have your up to date mobile phone number on your records to take advantage of this service and help us keep in contact with you.

For patients who do not have a mobile phone, MJog is also able to send voice messages to landlines and we have started to use this service to invite patients to clinics. To prevent other household members picking up a message intended for you via your landline you may be asked to enter a PIN number before you can listen to the message. The PIN has to be something patients can remember whilst on the phone and so is set to their year of birth. All voice messages start with the words "This is a message from Weobley Surgery" so please do not be concerned if you receive one of these. Using voice messages in conjunction with text messages, we can now reach all patients that have given us a contact number, mobile or landline, quickly and efficiently.

FRIENDS & FAMILY TEST

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. For those of you who have registered a mobile number, you will have the opportunity to rate the service that you have received from the surgery via a simple text message. Alternatively you can fill out one of the FFT cards available in the waiting rooms at both sites.

You will be asked if you would recommend the services that you have used and a range of responses are offered. Please do let us know how you feel. The FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

PATIENT ONLINE ACCESS

If you are a registered patient of the practice an online service is available to you which is offered by our clinical computer system to allow you to perform certain tasks online including booking appointments, ordering repeat medications, and access to your medical records.

In order to register you will need to contact our Reception Team and they will be able to provide you with the information we require to register you for online access. If you did not do this when you first registered as a new patient, you will need to attend the surgery with photographic evidence of your identity (eg. a passport) and confirmation of your address (eg. a utility bill). A member of the Administration Team will then set up your online access account. You will be sent your login details in the post, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record, unless you choose to share your details with a family member or carer.

More detailed information is available in our Patient Online Access Leaflet which gives comprehensive information on being provided with proxy access and access for children under the age of 16. In addition you could discuss this with a member of our Reception Team or by visiting the information on our practice website:

www.weobleyandstauntonsurgeries.nhs.uk

THE DISPENSARY

DISPENSARY OPENING TIMES

| | | |
|-----------------|--|-------------------|
| Weobley | Monday to Friday | 8.30 am – 1.00 pm |
| | Monday, Thursday and Friday | 3.00 pm – 6.00 pm |
| Staunton | Monday, Wednesday, Thursday and Friday | 8.30 am – 1.00 pm |
| | Tuesday and Wednesday | 3.00 pm – 6.00 pm |

NB – The dispensaries open 15 minutes later than reception in the afternoon

PRESCRIPTIONS

Prescriptions issued during your consultation will be dispensed while you wait. Please return to the waiting room and you will be called when your medication is ready.

REPEAT PRESCRIPTIONS

Please give 48 hours' notice for repeat prescriptions and when calculating the 48 hours take into account the weekends when the dispensary is closed. Prescriptions requested after 11.30 am on Friday will not be ready for collection until after 11.30 am on Tuesday. After 48 hours please collect your prescription promptly as we do not have the space to store prepared medications.

If you have registered for text alerts you may receive a text reminder that your medications are ready for collection.

All prescriptions must be paid for when collected unless a valid exemption certificate is produced. Patients who have a number of prescriptions each month may find it more economical to purchase a pre-paid certificate. Please ask one of our Dispensary staff and they will advise you.

ORDERING MEDICATIONS

Online – the most efficient way for us to receive repeat prescription requests is via our website. Information on how to access this service is indicated above in Patient Online Access.

MINOR SURGERY

Some of the doctors provide minor surgery in the practice including injections, incisions and excisions. Should you require any of these procedures the doctor will discuss this with you and talk you through the procedure before gaining your consent to continue.

FAMILY PLANNING

All the doctors can give advice on family planning. Emergency contraception (morning after pill) is always available. Coils, caps and implants can also be fitted at the surgery.

TRAVEL

Travel advice and vaccinations are available from our practice nurse. Please book a 20 minute appointment with a practice nurse. It can take up to three months to complete a course of vaccinations so make sure you leave enough time.

NON-NHS SERVICES

There are certain services that Doctors provide which do not come under the NHS jurisdiction and therefore Doctors provide these privately for a charge. These services may include provision of letters, insurance reports, medical examinations, certificates, etc. Please check with Reception for up to date charges. The Doctors' clinical NHS work must take priority and in light of this, we would advise patients to give the Doctor at least two weeks to complete any reports etc.

PATIENT CONFIDENTIALITY

The practice has a duty of care to protect patient information. Please be aware that our staff cannot and will not release information regarding a relative or friend's care and/or medication unless written permission has been given by the patient via a data sharing agreement.

Patients can, if they so wish indicate the type of information they are happy to be released and to whom on the form which is then transferred to their medical report. Please ask for A Permission to Share form from our Reception Team.

Where possible, the patient that is giving permission to share and the person receiving access should attend the Practice with the completed form and will need to provide two forms of identification eg photographic evidence of identity (eg. a passport) and confirmation of address (eg. a utility bill). Whilst some patients may feel this is an excessive process, as a Practice, we must ensure that we meet our legal requirements as set out in the Data Protection Act 2018 and the General Data Protection Regulations to keep our patients data safe.

If you do need to speak to one of our receptionists on a confidential matter we can set a space apart from the general reception area.

RIGHTS & RESPONSIBILITIES OF THE PATIENT

As a patient you have the right to:

- Be registered with a Practice, and you will have a named doctor within the Practice

- You may see any of the doctors within the Practice, but we suggest that it is best to go back to the same doctor who has recently seen you about any particular problem
- Receive emergency care
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- See your medical records or a copy, subject to certain laws
- Know that by law, everyone working for the NHS must keep the contents of your medical records private

With these rights come responsibilities for the public. That means being:

- Courteous to staff at all times
- As prompt as possible for all appointments
- Responsible for cancelling appointments in adequate time

COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Do please discuss your concerns with any member of the team.

However, if you still wish to pursue a formal complaint please contact the Practice Manager who will deal with your concerns appropriately. Further written information is available regarding the Complaints Procedure from Reception.

PATIENT PARTICIPATION GROUP

The Patient Participation Group (PPG) is a group of patients registered with the surgery who have no medical training but have an interest in the services provided. The aim of the PPG is to represent patients' views and cross barriers, embracing diversity and to work in partnership with the surgery to improve common understanding.

The key roles of the group are to bring together patients, doctors, practice staff and local commissioners to:

- Promote the well-being of patients and support the practice to provide a high quality of care and service delivery
- Provide a locality support process for commissioners so that local needs can be identified
- The PPG will enable the Practice to communicate and build positive relationships with its patient population

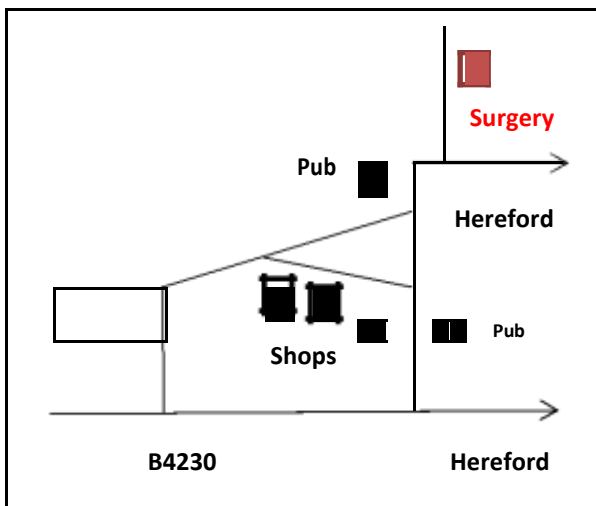
HEREFORDSHIRE CLINICAL COMMISSIONING GROUP (CCG)

Herefordshire Clinical Commissioning Group (HCCG) brings together the GP practices in Herefordshire. They buy and shape health and care services for the people of Herefordshire. Visit their website, www.herefordshireccg.nhs.uk, for more information regarding how the services in Herefordshire are shaped.

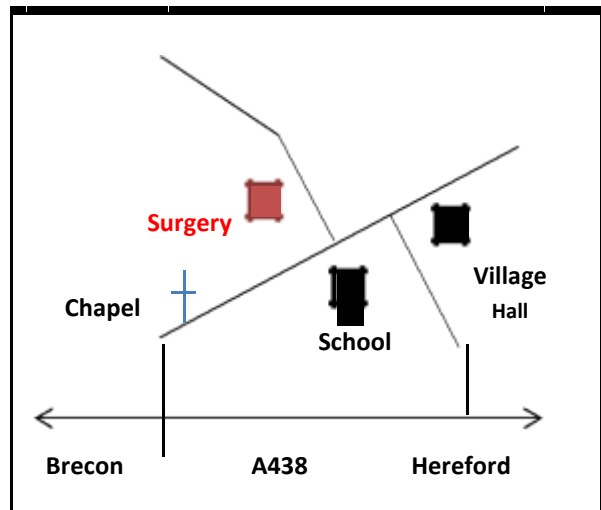
OTHER USEFUL TELEPHONE NUMBERS

| | |
|--------------------------------------|---------------|
| Citizens Advice Bureau | 0844 826 9685 |
| Community Wheels (to book transport) | 01568 615785 |
| Hereford County Hospital | 01432 355444 |
| Meals on Wheels | 01544 318764 |
| Leominster Community Hospital | 01568 614211 |
| Kington Court | 01544 232333 |
| Samaritans | 01432 269000 |
| SSAFA | 01432 273932 |
| NHS 111 | 111 |
| Taurus | 0800 121 7221 |
| District Nurses | 01544 230010 |
| Health Visitors | 01432 802994 |

HOW TO FIND US



Weobley Surgery



Staunton on Wye Surgery