**THE PORCH SURGERY**

**Beechfield Road**

**Corsham**

**Wiltshire**

**SN13 9DL**



**Tel: 01249 712 232**

**Medical Emergency: 01249 714949**

**Out of Hours: 111**

**Profound Hearing Loss: Email address available upon request**

This Porch practice leaflet is designed to give you

some basic information regarding our services.

For a more comprehensive guide and downloadable forms/documents, please visit our web site:

[**www.porchsurgery.nhs.uk**](http://www.porchsurgery.nhs.uk)

**WELCOME TO THE PORCH SURGERY**

We care for approximately 12,000 patients in Corsham and the surrounding area. This care has to be organised and this booklet is designed to help you make the best use of the services available at the surgery.

**PRACTICE TEAM**

***Partners:***

**Dr St.John Mohr,** MB ChB Birmingham 1991 MRCGP

**Dr William Davies,** MRCGP MBBCh Bsc DCH

**Dr Joanna Swallow,** MRCGP DRCOG DFFP MBBS Dip Med Ed

**Dr Michele Reade,** MBBS MRCGP DRCOG DFFP

**Dr Catherine Bennett,** MBBS London 2004 MRCGP DFSRH DRCOG

***Additional Doctors:***

**Dr Celia Pilmer,** MB ChB Leeds 2006 MRCGP

**Dr Charles Berrisford**, BSc MBBS London 1991 DCH DFFP DRCOG MRCGP

**Dr Harriet Turnbull** BM BS (Hons) Brighton 2014 MRCGP

**Dr Corrine Else** MBBCh DA DFFP

**GP Registrars:**

We often have a Registrar working at the surgery as part of their training to become a GP. They are fully qualified doctors who have chosen to specialise in General Practice.

**Practice Manager:** Rhonda Ward

**Reception Manager:**  Sarah Smith

**Nurse Manager:** Suzanne Fisher

**SURGERY INFORMATION**

**We are responsible for the Health Care of our patients**

**Monday to Friday - 8 am to 6.30 pm**

**Telephone**

**01249 712 232**

**Telephones lines are open**: 8 am to 12.30 pm and 1.30 to 6.00 pm

**Emergencies: (01249) 714949**

8 am to 6.30 pm (Monday to Friday)

This number is reserved for medical emergencies. It must never be used simply because other lines are engaged. When the surgery is closed, if you require urgent medical assistance which cannot wait until the surgery re opens, telephone **NHS 111.**

**Reception Office opening hours:**

Monday to Friday 8:00 am to 12:30 pm and 1:30 pm to 6:30 pm.

**How to book an appointment:**

* Telephone
* In person at Reception
* Via our on-line booking facility (for details see our web site or ask at Reception)

**Opening and Extended Hours**

All GP appointments are telephone appointments in the first instance. GP telephone appointments are bookable up to 14 days in advance for problems that are not urgent for the same day. After speaking with the Doctor, a face-to-face appointment can be arranged if this is deemed necessary. This face-to-face appointment might be on the same day or possibly later.

**Duty Surgery**

Each day we hold a Duty Surgery for patients who need medical attention before the earliest pre-bookable appointment. These appointments can be accessed by ringing 01249 712 232.

The reception staff will ask for a brief outline of the problem, how long the patient has had the condition and whether they have been seen previously by a GP or Nurse with the ailment. A telephone consultation will be arranged with the ‘Duty’ doctor. The Duty Surgery times are Monday to Friday: 8.30 am to 11.30 am and 2.30 pm to 5.00 pm.

We also offer routine GP appointments and nurse appointments on alternative Saturday mornings. Once a week we provide an early surgery (7.15am start) and a late surgery (appointments until 7.30pm) every week. ***(Please note this service is currently suspended until further notice)***

**Waiting to see the Doctor/Nurse**

We try to keep to the appointment time given to patients. Inevitably, complicated problems take longer than others to discuss, which means that the doctor or nurse will sometimes run late. Emergencies can also cause a delay. You can help us by attending for your appointment on time and by remembering that each appointment is only for one person. If anyone else needs to be seen you should make a separate appointment for them, not ask the doctor to ‘fit them in’ and therefore keep other people waiting.

**Cancelling appointments**

If you are unable to attend a booked appointment, please let us know by telephoning 01249 712 232 and selecting option 1. This is a recorded message available 24 hours / 7 days a week. Alternatively, if you are registered for online services, you can cancel your appointment online.

**House Calls: (01249) 712232**

If you need a home visit, please phone between 8.30 am and 10.30 am Monday – Friday. Please remember home visits are for patients who are too ill to come to the surgery. Home visits take up a great deal more of the doctor’s time than consultations at the surgery, a proper examination and many tests cannot be done at home. Please attend the surgery unless it is impossible for you to be moved. **Any requests made after 10.30 may have to be left until the next day unless they are genuine emergencies.**

**HOW TO REGISTER**

We are pleased to accept new patients who live in Corsham and surrounding areas onto our practice list.

**Does it matter where I live?**

Yes, we can only accept patients who live within our practice area. Practice Area: Corsham, Biddestone, Gastard, Easton, Neston, Wadswick, Thingley

**Who will I be registered with?**

You will be registered with The Porch Surgery and will be allocated a 'named GP’. We do not operate 'personal' lists and patients are at liberty to see any clinician they choose. However, we strongly encourage patients with chronic diseases or on-going illnesses to try and see the same clinician for continuity of care.

If you wish to register with us, please visit the surgery and speak to the reception staff or download the registration forms from our website: www.porchsurgery.nhs.co.uk

You will be asked to complete a standard **Registration form (GMS 1)** and a **New Patient questionnaire**.

At the time of registering **YOU WILL NEED TO PROVIDE 2 FORMS OF IDENTIFICATION**. This needs to be proof of your identity and proof of address.

Types of ID:

* Medical Card with NHS Number
* Marriage Certificate/ Birth Certificate
* Current Driving Licence
* Current Passport
* Local Authority Rent Card (not private Landlord)
* Mortgage statement
* Paid Utility Bills (not mobile unless Contract)
* Bank statement or printout showing current address
* National Insurance Number Card

***PLEASE ENSURE YOU ALSO KNOW THE FOLLOWING:***

* Full name including previous names
* Date and place of birth
* Last address (we cannot register you without a previous address)
* New address and post code
* Last name and address of your previous doctor
* NHS number (if known) – this is different from your National Insurance number!

If, at the time of registering, you are taking regular medication you will need to have an appointment with a doctor.

**Named GP**

All practices are required to provide their patients with a named GP who is responsible for patients’ overall care at the practice. If you express a preference as to which GP that is, the practice will make reasonable efforts to accommodate this request. This does not prevent you from seeing any other GP in the practice.

The named GP will take lead responsibility for the coordination of all services required under the contract and ensure they are delivered to each of their patients where required (based on the clinical judgement of the named accountable GP)

Patients will be informed of their named accountable GP at the time of registration. If you wish to know the name of your named GP, please ask the receptionist.

**University Students**

When a student starts University they may be asked to register with the University Medical Centre. Once this is done, their medical records are transferred from the surgery and sent to the University Medical Centre which becomes their registered GP surgery.

If a student returns to their home address during the holidays and requires medical attention, they can be registered at the surgery as a “Temporary” patient.

If a patient who currently resides in The Porch “Outer Boundary” leaves the practice to register with their University Medical Centre and requires medical attention when they return home, we are unable to register them as either a “temporary” patient or a “permanent” patient as we only take registrations from patients who live within our catchment area.

**New Patient Questionnaire**

We require all new patients to complete a confidential questionnaire about their medical history. This will help the doctors and nurses at the Porch appreciate your health needs.

Should you have any queries please ring or call into the surgery and speak to one of the Receptionists.

**Change of Personal Details**

If you change your name, address or telephone number, please inform reception so our records can be updated. For change of name we will need to view official documentation as proof of identification.

**GENERAL INFORMATION**

**Specimens:**

All specimens must be received before 16:30pm (weekdays only) to link with hospital transport. Please ensure that your name and date of birth is written on the specimen bottle.

**Test Results:**

It is the responsibility of the patient to obtain all test results – both normal and abnormal. To obtain results of tests taken by your GP, treatment room nurse and x-ray scan results, please telephone the surgery after 2.00 pm, if possible, to avoid the early morning ‘telephone rush’.

Laboratory results usually take between three to five days and x-ray/scans will take longer. Please note that tests and x-rays done in hospital clinics are not normally sent to your doctor.

**Intimate Examinations / Chaperones**

You are entitled to ask for a chaperone to be present during intimate examinations. Please ask in advance if you wish the practice to provide a chaperone. Remember that personal information will be discussed during your consultation.

**Interpreting/Translation**

If you need help with interpreting or translation, please arrange for a friend or relative to accompany you. If this is not possible the surgery can access language line services, please indicate this at the time of booking your appointment so additional time can be scheduled to accommodate the use of language line.

**Smoking (including e-cigarettes) and mobile phones**

These are not permitted anywhere in the building.

**Private Medicals and Certificates:**

NHS General Practice is responsible for providing comprehensive medical care to its local population. It is not funded to provide services such as:

* Supporting letters to employers
* Private sick note
* Passport applications
* Private medical insurance claim forms
* Holiday insurance claim forms
* Immunisation certificate
* LGV/Taxi driver medicals
* Driver medicals.

A charge is made for provision of these services.

**Freedom of Information Act**

The Freedom of Information Act became law on the 30th November 2000. The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A publication scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available on request from the practice manager

**Confidentiality**

All records on file or on the computer are strictly confidential; they will not be disclosed to anyone, unless we have written permission to do so, except in exceptional circumstances. Please be aware that if you allow someone to accompany you into a consultation, your paper/computer medical records may be seen/disclosed.

**Privacy Notice**

The practice has produced a privacy notice, which explains how we use your medical records. For more information, please enquire at reception, or visit our website www.porch surgery.co.uk. A copy of the privacy notice can be found under ‘Your Data’.

**Violent / Abusive Patients**

This practice has a zero-tolerance policy with regards to violent/abusive patients.

The definition of violence/abuse: “Any incident where a GP or staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health”.

If an incident occurs, the practice will telephone the police and that patient may be removed from the practice list.

**Our responsibility to you and your responsibility to us**

All patients will be treated with respect, kindness, and dignity, irrespective of ethnic origin, religion, cultural beliefs, sex or age. We ask that you treat the practice staff with the same courtesy and respect.

**Carers**

We are committed to providing support for our patients who have a role of caring for someone else.

If you are a Carer the surgery has a lot of information on ways in which you may be able to access help.

For information, please enquire at the reception desk.

**PRESCRIPTIONS AND CHARGES**

**Repeat Prescriptions**

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, prescriptions are now computerised. Your doctor will have entered onto the computer what medication you are taking, and each time a new prescription is written by the computer a new request form is also generated for you to make your next request.

Request for repeat prescriptions can be taken over the telephone, posted, ordered on- line or brought into the surgery.

* Allow two working days (48 hours) for your prescription to be processed.
* If you have more than one repeat prescription, please try and order all your items together.
* Tick which items on the request slip you require.
* Clearly indicate whereyou would like the prescription form sent on the repeat prescription form.

We can send your prescription direct to a nominated chemist.

**Prescription Charges:**

People in the following categories are automatically exempt from prescription charges: Children under 16, young persons under 19 in full-time education, people over 60 years of age, pregnant women, women who have had a baby in the last 12 months, people getting DHSS benefits and patients with certain specific medical conditions.

**Season Ticket:**

Check the Department of Health website for eligibility and current costs.

**SERVICES**

**Cervical Smears:** Women will be invited for a smear test between the ages of 25 – 64. Invitation is as following:

* First call will be at age 25
* Women aged 25 – 49 will be screened every three years
* Women aged 50 – 64 will be screened every five years

Invitations are sent out by Wiltshire Shared Services and the smear test is carried out by the practice nurses at the surgery.

**Chronic Disease Management:** Patients who have diabetes, asthma, heart problems will be invited to the relevant clinic on an annual basis.

**Counselling:**  Many people seek help because they feel distressed and bewildered by life’s events. Reasons such as bereavement, relationship difficulties, changes at work, coping with sickness or retirement are common.

The Porch provides a service through the NHS run by IAPT (Improving Access to Psychological Therapies). You do not have to see a GP to access this service. To book or cancel an appointment, please call IAPT on 01380 731355.

**Maternity Services:** All doctors provide maternity and post-natal care. When you know you are pregnant, call Chippenham Birthing Centre on 01249 456467. If you have concerns or would prefer to see a GP, please make a GP appointment.

**Minor Surgery:** We provide a minor surgery service for selected NHS procedures.

**NHS Health Checks:** For Adults aged 40-74, patients eligible will be invited to book an appointment at the surgery. Patients who have been in the age group for 5 years and have not received the Health Check, can request an appointment.

**Travel Advice and Immunisation:** Some travel vaccines are available free of charge on the NHS and for others there is a fee.

For more details, complete and return a “Travel Risk and Assessment” form and then book an appointment in the Nurse Clinic ***(Please note this service is currently suspended until further notice.)***

**Women’s Health:** We provide a full family planning service. If you would like advice about contraception, HRT and Pill checks, please make a routine appointment in a Nurse Clinic.

**Minor Injuries/Accidents:** Minor Injuries are dealt with at Chippenham Community Hospital.

Examples of injuries they can treat: sprains and strains, broken bones, wound infections, minor burns and scalds, minor head injuries, insect and animal bites, minor eye injuries, injuries to the back, shoulder and chest

Patients with more serious injuries should attend Accident and Emergency at The Royal United Hospital, Bath, or Great Western Hospital, Swindon.

**6 Week Mother and Baby Checks:** Mothers and their new-born babies are entitled to a check-up at six weeks of age.

To arrange this, make a routine appointment with a GP with this specialism. Immunisation appointments may only be booked after this check-up.

**CHILDHOOD IMMUNISATIONS**

We offer a comprehensive childhood immunisation programme. Children will automatically be informed by the Child Health Department, Bath that their immunisations are due and the Parent/Guardian will be invited to contact the surgery to make an appointment.

Please check the following points before bringing your child to the surgery for an immunisation injection.

If the answer to any of the following question/s is **‘Yes’** then please inform the Practice Nurse.

* Is your child suffering from any feverish illness?
* Has your child ever had a fit or convulsion?
* Is your child taking steroid treatment?
* Does your child suffer from any disease affecting his/her immune system?
* Does your child suffer from a severe reaction to eggs?
* Has your child suffered any reaction from a previous injection



**ATTACHED STAFF**

**Health Visitors:** They advise on preventative and general health care, especially for children under five, and can be contacted on 0300 247 0090

**Community Nurses:** Requests for Community Nursing Services should be made to your doctor’s secretary. They are based at Springfield Community Campus, Corsham and can be contacted on 01249 715037.

**Community Midwives:** Antenatal clinics are held at Chippenham Birthing Centre.

**PRIVATE PRACTITIONERS**

**Private Facilities:** Although the National Health Service provides comprehensive health care, there are certain services it does not cover. We have the following selection of private practitioners working from the Porch Surgery.

* Acupuncture
* Foot Health Practitioner
* Physiotherapy
* Sports and Remedial Massage Therapist

For details of times and charges, please contact the reception desk on 01249 712 232

**PATIENT PARTICIPATION GROUP (PPG)**

The Porch Patient Participation Group was established in 1998 to promote better communication between the Primary Health Care Team at The Porch and its patients.

The PPG have a notice board inside the foyer of surgery where details of forthcoming events are posted. If you are interested in becoming a PPG committee member or would like to know more about the group, the Practice Manager would be pleased to provide further information.

**ACCESS TO ON-LINE SERVICES**

**We are pleased to be able to offer our patients a variety of on-line services.**

**What are On-line Services?**

By accessing this facility you can:

* Order repeat prescriptions
* Book routine GP Appointments
* Cancel appointments
* Update your contact details
* View your Summary Care Record (medication and allergies)
* View your Medical Record Detailed Read Coded entries
* View your medical records from the date you register for online services

**How do I access these services?**

Due to the confidential nature of this facility, all patients requesting access will need to read the Patient Access to On-line Services Terms and Conditions leaflet and complete an application form.

**Where can I find these documents?**

* Reception staff will be able to supply you with the information
* Downloadable from the practice web site: www.porchsurgery.nhs.uk

**ACCESS TO MEDICAL RECORDS**

All patients can request access to their medical records and copies can be supplied by completing an application form.

For full details on Access to your medical records, visit our web site and view “How to” “Access my medical records”. You will be able to download all the relevant information and application form, or alternatively, request an “Access to Medical Records” booklet from reception.

**SHARING YOUR HEALTH RECORD**

**What is your health record?**

Your health record contains all the clinical information about the care you receive. When you need medical assistance, it is essential that clinicians can securely access your health record. This allows them to have the necessary information about your medical background to help them identify the best way to help you. This information may include your medical history, medications and allergies.

**Why is sharing important?**

Health records about you can be held in various places, including your GP practice and any hospital where you have had treatment. Sharing your health record will ensure you receive the best possible care and treatment wherever you are and whenever you need it. Choosing not to share your health record could have an impact on the future care and treatment you receive. Below are some examples of how sharing your health record can benefit you:

* Sharing your contact details - *This will ensure you receive any medical appointments without delay*
* Sharing your medical history - *This will ensure emergency services accurately assess you if needed*
* Sharing your medication list - *This will ensure that you receive the most appropriate medication*
* Sharing your allergies - *This will prevent you being given something to which you are allergic*
* Sharing your test results - *This will prevent further unnecessary tests being required*

**Is my health record secure?**

Yes. There are safeguards in place to make sure only organisations you have authorised to view your records can do so. You can also request information regarding who has accessed your information from both within and outside of your surgery.

**Can I decide who I share my health record with?**

Yes. You decide who has access to your health record. For your health record to be shared between organisations that provide care to you, your consent must be gained.

**Can I change my mind?**

Yes. You can change your mind at any time about sharing your health record, please just let us know.

**What is Shared Administration within the Primary Care Network (PCN)?**

The Porch Surgery is part of Chippenham, Corsham and Box (CCB) Primary Care Network (PCN), a group of 5 practices working together with an aim of finding new and improved ways of working, including same day access to a shared physiotherapist. Shared Administration allows practices within CCB PCN access to your health records.

**What is your Summary Care Record?**

Your Summary Care Record contains basic information including your contact details, NHS number, medications and allergies. This can be viewed by GP practices, Hospitals and the Emergency Services. If you do not want a Summary Care Record, please ask your GP practice for the appropriate opt out form. With your consent, additional information can be added to create an Enhanced Summary Care Record. This could include your care plans which will help ensure that you receive the appropriate care in the future.

**How is my personal information protected?**

The Porch Surgery will always protect your personal information. For further information about this, please see our Privacy Notice or please speak to a member of our team.

For further information about your health records, please see:

[www.nhs.uk/NHSEngland/thenhs/records](http://www.nhs.uk/NHSEngland/thenhs/records)

For further information about how the NHS uses your data for research & planning and to opt-out, please see: [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

**SUGGESTIONS AND COMPLAINTS**

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.

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of the NHS complaints system which meets national criteria.

For full details on how to make a complaint, a Porch Surgery complaints leaflet is available at reception or downloadable from our web site.

**FRIENDS AND 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.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience.

Feedback from our patients is updated regularly and this can be found on our website and the PPG noticeboard.

**ACCESSIBLE INFORMATION STANDARD – WHAT IS IT?**

It aims to ensure patients and carers with a disability, impairment or sensory loss;

* Get information they can access and understand
* Receive any communication support they need

Please talk to any of our team, we want to ensure we communicate effectively with you.

For more details, please visit the following website:

[www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo)

**USEFUL TELEPHONE NUMBERS**

Royal United Hospital, Bath (01225) 428331

Chippenham Community Hospital (01249) 447100

Chippenham Birthing Centre (01249) 456438

St.Martin’s Hospital (01225) 832383

The Bath Clinic (01225) 835555

Great Western Hospital, Swindon (01793) 604020

Circle Bath (01761) 422222

Corsham Link (07884 887 105

Samaritans 08457 90 90 90

New Highway (formerly known as BADAS) (01225) 469479

Wiltshire Council 0300 456 0100

DHS (Department of Health and

Social Security) (01249) 428000

Social Services (01249) 444747

Registrar of Birth, Death and Marriages:

Chippenham (01249) 654361

Out of Hours medical care 111

Corsham Community Team (01249) 715037

Boots (Corsham) (01249) 712379

Shaunaks Pharmacy (01249) 712000

Merretts (Funeral Directors) (01249) 713134

Police 101

PALS 0300 561 0250

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