

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 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.

Open: 7am to 10pm daily

Children's Clinic

01793 709505

They can deal with any urgent health problems in children aged 2yrs – 17yrs 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



Wyvern Health Partnership
Merchiston Surgery



Merchiston Surgery

Highworth Road,

Stratton St Margaret,

Swindon SN3 4BF

www.merchistonsurgery.co.uk

Surgery Telephone Number: (01793) 823307

and select your required option

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.

Need help when we are closed?

A yellow poster with the NHS logo in the top right corner. On the left is a blue telephone handset icon with 'CALL 111' written below it. The main text reads 'Not sure if you need A&E?' in large, bold letters. Below this, in smaller text, it says 'Call 111 for medical advice, assessment and direction to the best medical treatment for you.' and 'www.nhs.uk/111'.

Three NHS service icons arranged vertically. The top one is a green cross with the text 'Speak to a pharmacist' and 'Don't wait until you feel worse. They can help decide whether you need to see another health professional.' The middle one is an orange cross with the text 'Visit the Urgent Care Centre' and 'If you need urgent medical attention.' The bottom one is a red cross with the text 'Call 999 or visit the Emergency Department' and 'If you have a life-threatening emergency.'

APPOINTMENTS

Telephone, routine appointments are released at 8am for morning appointments and 12pm for afternoon appointments to be booked via telephone. The number of appointments will vary from day to day depending on GP availability.

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. You will be given an afternoon or morning to expect a call but we are unable to book a specific time.

Triage appointments are available until the list reaches capacity. If the GP decides you need to be seen face to face they will book an appointment 15 minute appointment is for one person and one problem only. Your GP will be unable to discuss additional problems you raise in the consultation.

Not everyone will need to see a GP face to face. You may be offered an appointment with another clinician or an alternative healthcare service.

GPs provide patient care via a range of different methods. Not only do GPs undertake telephone and face to face consultations, they are required to complete and review correspondence to and from other health care providers and support services. Some of the other demands on GP time are supporting care homes, carry out training and liaise with multidisciplinary teams looking after complex patients.

COMMENTS AND SUGGESTIONS

Your feedback is key to improving the service provided at Merchiston Surgery. Please contact the Practice Manager by telephone or in writing.

MAKING A COMPLAINT

Our aim is to provide patients and carers with excellent care and outstanding service. If you have any concerns about the service that you have received from the doctors or staff working at 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 raise a concern or complaint, please contact the Practice Manager. A full explanation of the process can be found in our Concerns, Complaints and Compliments brochure. A copy of this can be found on our website or ask for a copy from Reception.

HOW TO HELP YOURSELF

Your GP is not your only health care provider. There are several alternatives to an appointment with your GP.

Visit NHS 111 online or Call 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. Alternatively, you can visit www.nhs.uk/111

Continued overleaf

NON-NHS SERVICES

Some services are not covered by the NHS e.g. private certificates, medicals for insurance, driving or firearms certificates etc. and prescriptions for foreign travel. We base our fees on those suggested by the British Medical Association.

TRAVEL IMMUNISATIONS

We have a limited number of travel clinic appointments to discuss your immunisation 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 & returned to the surgery prior to your appointment.

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 medicines you are taking, allergies and additional information. 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. Only staff directly involved in your care during an emergency will have access to your SCR.

NEW PATIENTS

We welcome new patients living within our practice area. Please pick up a registration pack from reception or download one from our website: www.merchiston.co.uk

PRACTICE AREA

The geographical area covered by the practice is marked on the map displayed in the waiting room. You can also access a postcode checker via our website.

DISABLED ACCESS

Our surgery has an intercom outside of the front door which can be used to speak directly with the Reception staff should you require assistance with access to the building.

The majority of our patient services are conducted on the ground floor. The patient self-check-in screen is also 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.

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

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. If you need to see a GP urgently you will be given an appointment with any available GP.

CHAPERONES

If you require a chaperone during your appointment, if possible, please let us know when booking your appointment and one will be allocated to you.

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 GPs.

OVERNIGHT, WEEKENDS & BANK HOLIDAYS

For medical emergencies after 6:30pm and before 8:00am Monday to Friday and over the weekend and bank holidays. Please phone 111, visit www.nhs.uk/111 or dial 999 for life threatening emergencies.

TEST RESULTS

Please allow 5 working 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.

REPEAT PRESCRIPTIONS

Please call our Prescription Ordering Direct service (POD) on 01793 683755 to order your repeat prescription. Alternatively you can email bswccg.podemergency@nhs.net

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.

HCA's take blood, conduct ECGs and complete blood pressure checks. They can dress minor wounds and complete annual health checks (by invitation).

Clinical Pharmacists & Technicians

Carry out medication reviews and advise on medication and alternatives for products that are temporarily out of stock at Pharmacies.

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.

First Contact Physiotherapists

We have a team of Physiotherapist who work at Merchiston & Hawthorn Surgery. You can self-refer for treatment, our Receptionist are able to book an appointment. Your GP will need to refer you if more complex treatment is required.

OTHER SERVICES

MATERNITY SERVICES

Register for maternity care with our Receptionists. One of the Midwives will contact you with an appointment. You do not need to see your GP.

Receptionists

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

Administrators

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

Visiting Paramedic

Lili Ratcliffe

Advanced Nurse Practitioner (ANP)

Sherly Paul

An experienced prescribing nurse who is qualified to deal with a wide range of minor ailments.

Practice Nurses

Sister Denise Clayton

Sister Grace Eccles

Sister Chris White

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

Health Care Assistants (HCA)

Terrie Leighfield

Kelly Rixon

Becky Jones

ONLINE SERVICES

You can register with reception to book appointments, order repeat medication and access your medical record.

Please ask our receptionists for more information or to register for online access.

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? Let us know! We recommend you register for local support and advice from Swindon Carers (01793 531133)

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.

CHANGE OF PERSONAL DETAILS

If you change your name, address 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. Please note that for name changes we require a copy of the relevant document - your marriage certificate, Degree Absolute or deed poll certificate

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.
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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.

VIOLENT or ABUSIVE BEHAVIOUR – ZERO TOLERANCE

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with courtesy and respect.

In line with the rest of the NHS and to ensure this is fully observed, we have a Zero Tolerance policy. This means that

aggressive or violent behaviour towards our staff or any member of the public within our Practice premises will not be tolerated under any circumstances.

Anyone displaying these behaviours, either in person or over the telephone, will be sent a letter advising that this behaviour will not be tolerated. Any future violation of this policy will result in the removal from the Practice patient list. There will be no appeal process.

MEET THE TEAM

Doctors (M) - Male

Dr Ian R Turner (M)

Dr Laura Bond (F)

Dr Gemma Lowbridge (F)

Dr Sneha Shah (F)

Dr Khushbu Kansagra (F)

(F) - Female

Dr Penny Milsom (F)

Dr Chaminda Thilak (F)

Dr Chris Jacobs (M)

Dr Patrick Woodburn (M)

Training doctors

We are an approved Training Practice for 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 consultations. Your permission will always be sought and naturally you can decline.

Management

Laura Beach

Paula Cooke

Wayne Price

Denise Clayton

Practice Manager

Operations Manager

Office Manager

Nurse Manager