

Kintbury & Woolton Hill Surgery

Patient Leaflet

Trade St, Woolton Hill, Berks RG20 9UL
Newbury St, Kintbury, Hungerford, Berks RG17 9UX

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www.kintburyandwooltonhillsurgeries.co.uk

Partner GPs

Dr Heather Howells MB.BS.MRCGP.DRCOG.DCH.DFFP (Reg. Lond.2000)

Dr Lucy Hobby BM. DRCOG. (Reg. London, 1993)

Dr Naomi Manser BA (Oxon) BMBCh.MRCP.MRCGP.DRCOG (Reg.Oxford 2004)

Dr James Fox MBChB. MRCGP (Reg. Sheffield 2009)

Dr Kate Helyer MBChB.MRCGP.DCH.DRCOG (Reg. Sheffield 1997)

Salaried GPs

Dr Amy Crofts BMBS.BMedSci.MRCGP.DFSRH (Reg Nottingham 2009)

Dr Philip Warrilow-Wilson MA(OXON) MBBS AKC MRCGP DFSRH DRCOG DCH (Reg London 2015)

Dr Carol Oakley BM, MRCGP, DCH, DRCOG (Reg Southampton 1984)

NEW PATIENTS – WELCOME

Welcome to Kintbury & Woolton Hill Surgery. We hope you will find the information in this patient information leaflet useful.

To register at our practice, please go to the home page on our website and click on the Administration Office 'Room'. This will give you the option to Register as a new patient and show you our practice boundary map and also allow you to register for online services. When registering online you will be asked to provide proof of your identity. If you have difficulty in registering online, please speak to one of our receptionists.

All patients have a named GP who is responsible for your overall care. If you have a preference as to which GP this is, please let us know and we will make reasonable efforts to accommodate such requests. However, we advise that it is preferable to see the same doctor for any ongoing problems. There are some specific services and conditions where a particular GP is more appropriate, and our reception team can assist you as required.

Patients over 16 years old and under 75 years who request a consultation and who have not been seen by a clinician at the practice within the period, or three years prior to the date of the request, will be examined as considered appropriately by a clinician.

SURGERY OPENING HOURS

The Surgery and Dispensary are open from **8:00 – 18:30 Monday to Friday**; except from 13:00 on Wednesdays (*Kintbury surgery closed*) and 13:00 Thursdays (*Woolton Hill closed*). For emergency on-the-day appointments and when the other surgery is closed, receptionists can offer GP appointments at the sister surgery.

Morning surgeries: (8:30 - 10.30) are aimed at meeting the needs of patients, who have health issues that need to be dealt with quickly. Please phone on the day (before 10:00) and we will do our best to accommodate you. A limited number of appointments can also be pre-booked.

Afternoon surgeries (16:00 – 18:00 by appointment) are for issues which require more investigations or discussion, as well as medication reviews and check-ups for new patients and so these sessions are slightly longer.

Late appointments (18:30 – 20:00) Evening clinics vary weekly according to GP/Nurse availability.

Saturday mornings (8:30 – 11:30) these clinics alternate between Kintbury & Woolton Hill.

PATIENT ACCESS TO ONLINE SERVICES

We encourage patients to sign up to NHS digital services, including the NHS App, as these provide simple and secure ways for people to access a range of NHS services, including, booking of appointments, repeat prescriptions, checking test results etc on their smartphone or tablet. If you wish to contact the surgery by email, please use the Message service via our website; please note this is **NOT** for urgent medical queries. If you have an urgent medical query that is not life-threatening, you should telephone the surgery or contact the out of hours service by calling NHS 111.

GENERAL MEDICAL SERVICES

The partnership is contracted to the NHS to provide general medical services to patients registered with our practice and temporary residents within our practice boundary (see map on our website). We also provide immediately necessary treatment for any person not registered with the practice who has a medical emergency within our practice boundary. We are part of a The West Berkshire Rural Primary Care Network (PCN), working with Hungerford and Lambourn surgeries to deliver an integrated community-based enhanced access health service for all our patients.

HOME VISITS/OUT OF HOURS/EMERGENCIES

We would ask you to come to the surgery whenever possible, to take advantage of the facilities here. If you are too unwell to do so, please call the surgery; we can arrange for the duty doctor to talk to you and, where necessary, arrange a home visit. Please call before 11:00 if possible, so the doctors can plan their work efficiently.

When the surgery is closed, urgent medical advice is available from NHS 111, which is available 24 hours a day, 365 days a year and calls are free from both landlines and mobiles. It should be used when it is not a life-threatening situation and is therefore less urgent than a 999 call.

EMERGENCY: For minor accidents and injuries, please phone the Minor Injuries Unit at West Berkshire Community Hospital (not 24 hours) for an appointment on 01635 273300 or out of hours ring 111. Some matters can be seen and dealt with at the surgery, but more serious problems will be transferred to Newbury, Reading or Basingstoke Hospitals. Please telephone for advice.

DISPENSING SERVICES/PRESCRIBING POLICY

We are a dispensing practice and unless you live within a 1 mile of a pharmacy you will be able to obtain your medicines from the surgery. For patients who require regular medication, we have a repeat prescription system and also use the Electronic Prescribing Service (EPS). The safest and most efficient way of ordering your medication is online via our website or via the NHS App or Patient Access.

We do not accept requests for repeat prescriptions by telephone. Please allow at least **5 working** days for your repeat prescription request to be dispensed (excluding weekends, bank holidays and half-day closing).

If you wish to avoid the busiest time for collecting your medication, do please pop into the surgery after 10:00. For more information on our dispensing services, please ask for our Patient Prescribing Policy – Information for Patients' available upon request.

RESULTS OF X-RAYS/TEST RESULTS & INVESTIGATIONS

Please ring after 10:00 for test results. For blood tests allow a minimum of 5 working days. X-rays may take up to 7 days and cervical smears usually take 6 weeks.

THE HEALTH CARE TEAMS

Our **PRACTICE NURSE TEAM** consists of nurses Jane and Juliana, and our Health Care Assistant, Sarah. Clinics are offered for the following: phlebotomy, health promotion (including blood pressure checks

and advice on diet and exercise); dressings; removal of stitches; blood checks; immunisations and advice concerning foreign travel and general nursing advice.

OUR PHARMACY TEAM We are fortunate to have the support services of a Clinical Pharmacist and Pharmacy Technician, who support our GPs and our Dispensary Team.

Our **CARE CO-ORDINATING TEAM** includes a Social Prescribing Link Worker and Care Coordinators.

Other Professionals available at the surgery include **MENTAL HEALTH PRACTITIONER, MUSCULOSKELETAL PHYSIOTHERAPIST, CLINICAL PHARMACIST & GP ASSISTANT.**

The **WEST BERKSHIRE COMMUNITY NURSING SERVICE** is based at West Berkshire Community Hospital, and you must be referred by your GP via their local triage team. The Triage team is on 0118 904 6505 at all other times contact NHS 111 for urgent help or email Newburyurgentcare@berkshire.nhs.uk. The **HEALTH VISITOR TEAM** for patients living in West Berkshire is also based at West Berkshire Community Hospital telephone 0300 303 3944. Hampshire patients should contact ChatHealth by texting 07520 615720 (under 5s); 07507 332417 (5–19-year-olds).

COMMUNITY MIDWIFE depending upon where you live, for the first booking appointment contact the Community Midwife, based at Andover Maternity Centre (War Memorial Hospital): 01962 863 535 or North Hampshire Hospital: 07443 987 711 or the Royal Berkshire Hospital: first booking appointment via the clinical admin team: 0118 322 8964 option 1.

OUR DEDICATED ADMINISTRATIVE SUPPORT TEAMS

Our **RECEPTION TEAM** staff are trained as care navigators to signpost patients to the most appropriate clinician. To do so, they will need to ask you for some information about your health needs.

As a dispensing practice our trained **DISPENSING TEAM** can dispense medications to you unless you live within 1 mile of a chemist. Please allow 5 working days for repeat medications.

Our **ADMINISTRATORS** and **MEDICAL SECRETARIES** deal with other queries, including hospital referrals and insurance reports. The **SURGERY MANAGERS** at Woolton Hill and Kintbury can also deal with other queries.

The PRACTICE MANAGER Karen Oakton, supported by her Deputy, Emma Goodson, is responsible for the administration of the practice. Please contact them if you have any queries, ideas or complaints.

CLINICS AND SPECIAL SERVICES

ASTHMA Care and advice on inhaler techniques are available from the doctors and practice nurse during normal afternoon surgery. Useful videos on good techniques can also be found online.

DIABETES Advice on diabetic care is available from the doctors and one of the practice nurses.

FAMILY PLANNING/CERVICAL SCREENING Contraception, cervical cytology appointments can be made with the practice nurse or with the doctor, who can also fit coils and implants, (on a waiting list) and carry out routine checks for you.

IMMUNISATION Routine and NHS funded travel immunisations can be arranged with the Practice Nurse. Many need to be given up to 6 weeks **before** departure. Please complete a Travel Risk Assessment form online and arrange to see a nurse well in advance of travelling.

CHILDHOOD IMMUNISATION We recommend you discuss this with your health visitor so you can plan full protective immunisation for your child. The practice nurses hold regular immunisation clinics.

MOTHER AND BABY All doctors provide regular checks during pregnancy. There are also Post Natal support groups run by the Health Visitor four times a year. Developmental Screening is a service shared between the Doctors and the Health Visitors. Babies are seen by a doctor around six weeks when their mothers come for their post-natal examinations. Developmental screening is carried out by the Health Visitor throughout the pre-school years.

MINOR SURGERY The doctors undertake some minor surgical procedures. Please discuss any problems with one of the doctors.

MEDICATION REVIEWS These are normally offered by invitation on the month of your birthday.

NHS HEALTH CHECKS Patients between 50-74 may request provided they are not taking statins or have a history of cardiovascular disease. Before a check may be booked with the nurse, please request a blood test form and arrange for a blood test at WBCH prior to making an appointment with a nurse.

PATIENTS' RIGHTS TO PRIVACY

Details on how your information is used by the practice and within the NHS, including your rights in relation to disclosure of such information, including our Privacy Notices, are posted in our waiting rooms. You also have the right to request a chaperone, please advise the receptionist at the time of booking your appointment or your GP.

NATIONAL TRAINING SCHEME FOR GPs

As a GP training practice, from time to time we will be joined by young doctors, called Registrars, who are training to become General Practitioners. They are fully qualified doctors of several years standing with experience in various hospital departments. They will hold their own surgeries and you might see one instead of your usual GP. If you would prefer not to see the Registrar, please tell the receptionist.

COMPLIMENTS & COMPLAINTS

We do like to know when patients are happy and welcome feedback on our services. If we do not get things right for any reason, please speak to the Surgery Manager in the first instance or one of the reception staff, who will give you further information, should you require it. As a provider, we will try to put right any complaints by following NHS England's Complaints Policy.

DISABLED ACCESS/DISABILITIES

Both our surgeries have suitable access for disabled patients and our toilets have high level toilet seats available and handrails.

PATIENTS' RIGHTS & RESPONSIBILITIES

Our aim is to provide a service that is safe, effective, caring, responsive and well-led. To that end we are committed to providing personalised and high-quality care to benefit the health needs of all of our patients.

No member of the practice staff team or patients should discriminate against, or treat unfairly, another member of the practice, a patient attending the surgery, on the grounds of gender, race, nationality, ethnic origin, religious beliefs or creed, colour, age, marital status, disability, medical condition, social background or sexual orientation. Respect and dignity is the right of everyone, staff, patients and members of the public.

If patients are rude and aggressive towards our staff, they will be informed of our concerns and the incident logged as the practice follows the NHS' 'zero tolerance' approach to all forms of abuse. If subsequent incidents of rudeness or aggression occur, the patient will be written to and advised that if

such unacceptable behaviour continues, we will inform PCSE and that they will be removed from our practice list and that they will have to register at another surgery.

All patient information, whether held electronically or on paper, complies with the Data Protection Act and the UK-GDPR. Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality with patient information and undertake data security awareness training annually.

Patients are requested to respect the confidentiality of others, particularly in the waiting room and at the reception front desk.

If you change your phone/mobile number or your address, please let the practice know immediately – we may need to contact you urgently.

**If you cannot keep an appointment, please cancel promptly
so that it can be offered to another patient. Thank you.**