

## Axbridge and Wedmore Medical Practice Patient Leaflet



Axbridge



Wedmore

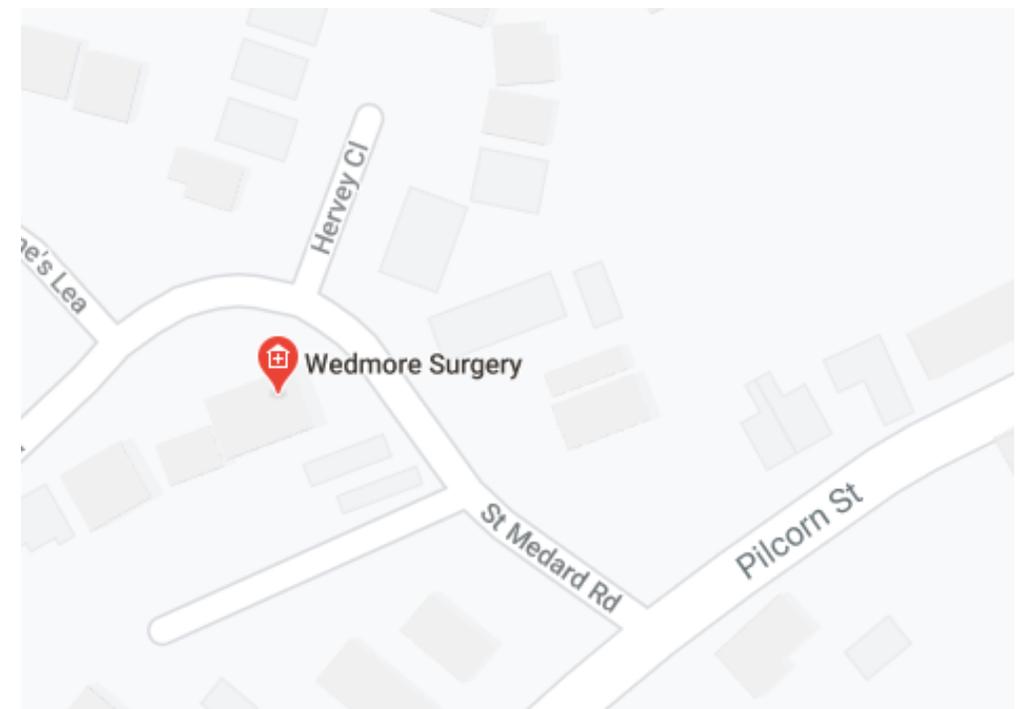
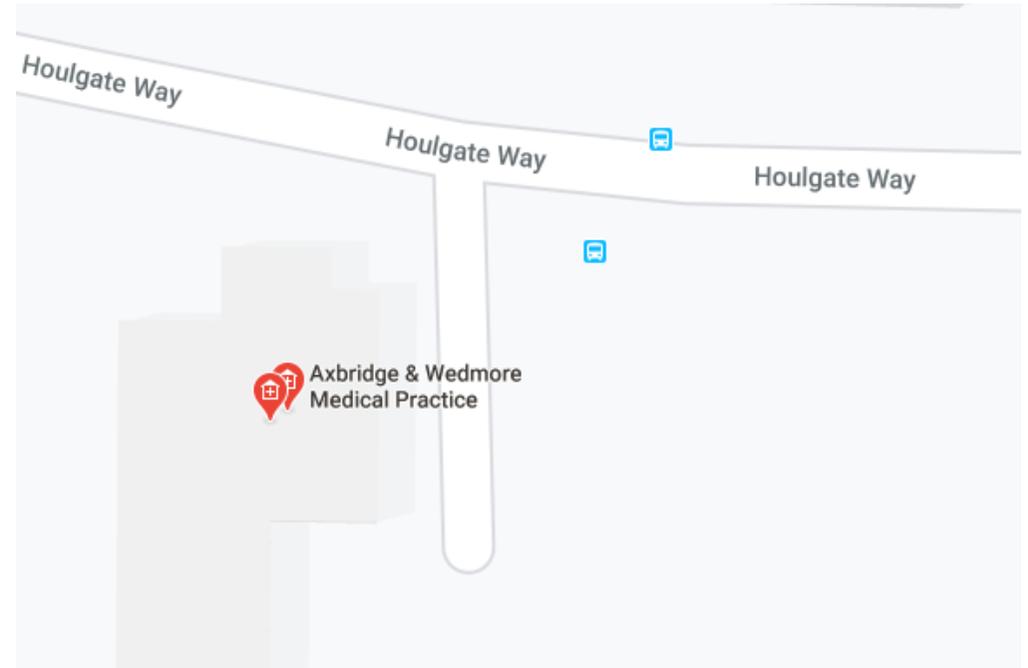
Axbridge Surgery  
Houlgate Way  
Axbridge  
BS26 2BJ  
01934 732464

Wedmore Surgery  
St Medard Road  
Wedmore  
BS28 4AN  
01934 732464

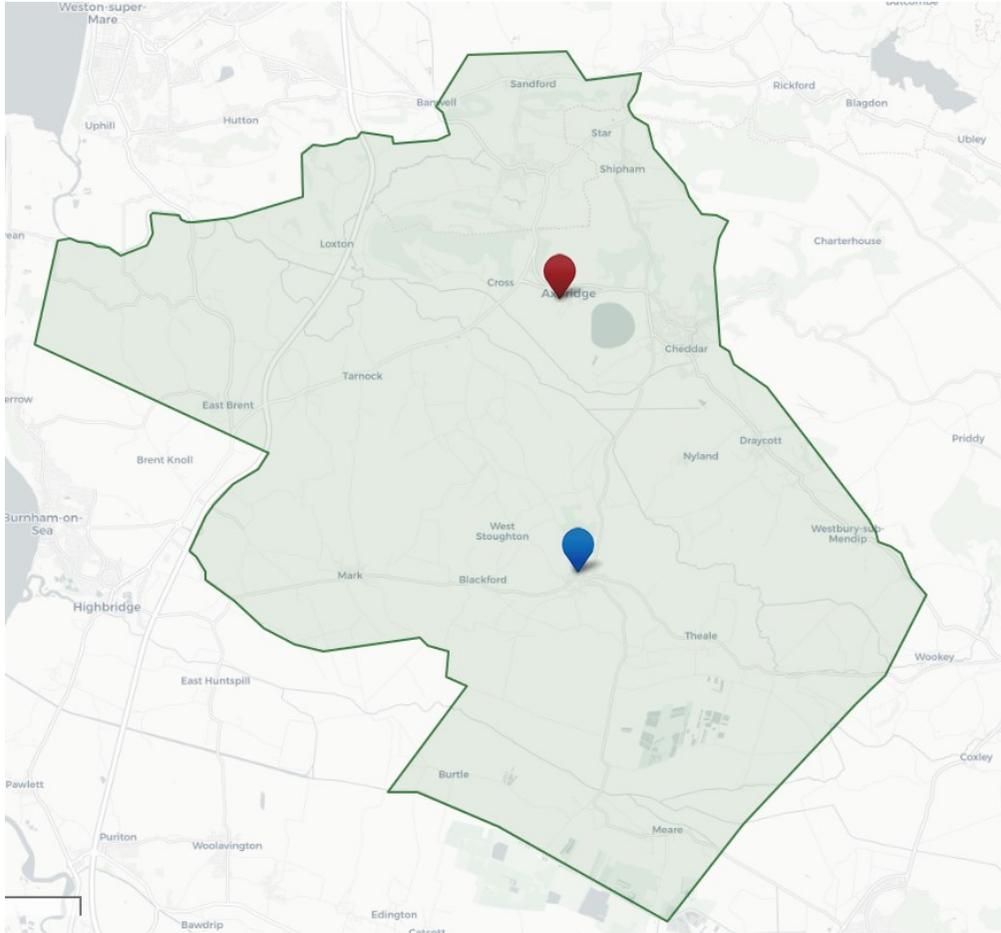
[www.axbridgeandwedmoremedicalpractice.nhs.uk](http://www.axbridgeandwedmoremedicalpractice.nhs.uk)

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## Practice Area



## How to register

You can download and print off the registration forms from our website: [www.axbridgeandwedmoremedicalpractice.nhs.uk](http://www.axbridgeandwedmoremedicalpractice.nhs.uk)

It is important when completing the forms that all the required information is filled out correctly and clearly. For most new patients we are able to obtain your medical records electronically but we can only do this if you give us the correct details of your previous surgery.

If you are a new patient and you are on repeat medication, please obtain a month's supply from your current surgery and send us a copy of your repeat prescription list using the 'Online GP Consultations' tab on our website, or bring into the surgery soon as you register, along with photographic form of identification.

## Register for on-line access

It is possible to order your repeat medications on line. Ideally please use the NHS App or alternatively you can fill in a Patient Access form from our website. Once the patient access form is completed please bring into either surgery. We will need to verify your ID so please bring a photographic form of identification with you when you register

Please see page 7 for details of the NHS App

## Change in personal details

It is essential that your NHS records are accurately maintained. Please inform the surgery if you change your name, status, address or telephone number, and in particular, your mobile number. You can do this by contacting our reception team. If you are moving out of our practice area, you will be asked to register with a GP surgery nearer to your new home.

## Opening Hours

|                  | <b>Axbridge</b>                        | <b>Wedmore</b> |
|------------------|--|----------------|
| <b>Monday</b>    | 08:00 - 18:00                          | 08:00 - 18:00  |
| <b>Tuesday</b>   | 08:00 - 18:00                          | 08:00 - 13:00  |
| <b>Tuesday</b>   | 18:30 - 20:00<br>(by appointment only) |                |
| <b>Wednesday</b> | 08:00 - 18:00                          | 08:00 - 13:00  |
| <b>Thursday</b>  | 08:00 - 18:00                          | 08:00 - 13:00  |
| <b>Friday</b>    | 08:00 - 18:00                          | 08:00 - 13:00  |
| <b>Saturday</b>  | CLOSED                                 |                |

## What to do when we are closed

If your condition is life threatening, please dial 999 immediately.

Medical cover is provided out of hours by NHS England . If you need urgent medical assistance between 18.30 and 08.00 Monday to Friday or at weekends and bank holidays, please telephone NHS 111. Calls to the NHS 111 service are free from both land-lines and mobiles.

Please note the conversation with the out of hour's service may be recorded.

For all medical emergencies please dial 999

## Management

Celia Townend, Practice Manager

Elaine Turner, Deputy Practice Manager

## Receptionists

Katy Chattwood - Reception Lead

Theresa Brooks

Helen Cook

Helen Fuller

Zowie Franks

Louise Harris

Eve Hart

Jude Langdon

Donna Martyn

Linda Michell

Keeley Smith

Kirsty White

## Administrative Staff

Ali Matthews - Administration Lead

Amy Dale

Holly MacBeth

Donna Martyn

Liz Meehan

Linda Michell

## Medical Secretaries / Administrators

Stephanie Bethell

Rebecca Boulter

Eve Hart

## Meet the Team

### Paramedic Practitioners

Andy Snowball

Lee Yallop

### Pharmacist

Elizabeth Fullwood

### Practice Nurses

Esther Howley

Helen Jackson-Voyzey

### Health Care Assistants

Helen Driscoll

Delyth Edmunds

Claire Massingham

Carol Taylor

### Health Coaches

Paula Beardsley

Sonia Fox-Lundy

Anthony Gardener

### Care Co-Ordinator

Jo Moran

### General Practice Assistant

Louise Marshall

## Appointments

For non-urgent matters, please visit our website and use our 'Contact us online' service tab. Click on the link and it will take you through a series of questions. We undertake to respond to you within three working days. Please do not use this tab for urgent problems.

If you feel unwell and think you need medical assistance on the day, please phone the surgery as early as you can. The reception staff will ask you for details of your symptoms to pass onto the clinician team. We have a range of health professionals who can assess your condition and prescribe medication when necessary. You will be telephoned by one of our clinicians to discuss your problem and see if it can be satisfactorily dealt with over the telephone. If appropriate, we may ask you to take part in a video consultation or to send us a photo. If the clinician needs to see you face-to-face, they will arrange this with you.

We offer routine appointments for less urgent problems. All routine requests are screened by the clinical team to ensure the correct clinician is seen by the patient and to check no preliminary tests or information is needed, prior to your appointment. Once screened, a member of the reception team will contact you to advise of the next steps.

We also offer regular review appointments for those with long term conditions or those on specific medication. It is very important to attend review appointments as, if we are unable to review your health, we may not be able to continue to prescribe medication for you. We try to offer your annual review in the month of your birthday as this makes it easy for everyone to know when it is due.

If you are unable to attend a booked appointment, please call to cancel or rearrange. It is important to arrive for your appointment on time. If you arrive late for your appointment, the clinician may not be able to see you and you may have to rebook.

If you have any queries about the appointments system, please talk to one of our reception team who will be happy to help you.

## Prescriptions

The easiest way for you to request repeat medication is to use the NHS App. Alternatively, you can tick the items you need on the right hand side of your prescription slip or put your request in writing. You can submit your request by putting it into the post box by the front door or by sending it to us in the post. Please order your repeat prescription a week in advance to allow for us and the pharmacy to process.

## Home Visits

If you are unable to come into the surgery but need to be seen and assessed, please phone the surgery as early as possible in the day and ask for a home visit. One of the doctors will phone and talk to you about your symptoms. This is so that they can assess how urgent the visit needs to be and also who is best to visit you.

If your condition is life threatening, dial 999 immediately.

## Results

You can ring the surgery after 11am to obtain the results of your tests over the telephone. If you have given us permission to do so, we may send your results by SMS text message.

## Doctors

All patients at Axbridge and Wedmore Medical Practice are allocated a named, accountable GP. If you are unsure who your named GP is, please ask our reception team.

### **Dr Ewart Jackson-Voyzey - Partner**

BM (Southampton) 1994

### **Dr Hannah Josephine McHugh - Partner**

MB ChB (Birmingham), MSc, MRCP, DRCOG

### **Dr Aimee Falla**

BMBS BMedSci (hons) MRCP DFRCR

### **Dr James Osborne**

MB BCh 2010 University of Wales

All patients have the right to request to see either a female or male clinician but must be aware that there may be a longer wait for an appointment with a specific clinician.

## Data privacy

As a practice, we feel it important that patients are aware of what happens to personal information stored on the computer system.

Everyone working for the NHS has a legal duty to keep information about you confidential.

All staff employed by this practice abide by our Code of Confidentiality, and we operate a practice policy on information security.

When you register, you will be asked for information about yourself so that you receive the appropriate care and treatment.

This information is kept with details of your health and treatment provided, so that the practice can ensure that the care you receive is appropriate and consistent with your medical history. The practice may pass information to other organisations and strict conditions must be complied with before information is released. Occasions when information is released are:

1. Statutory requirement, e.g., notification of birth or death.
2. The NHS Central Register for England and Wales contains basic personal details of all patients registered with a General Practitioner. The register does not contain clinical information.
3. At times it may be necessary to refer to patient records when dealing with complaints or legal claims. Information will not be divulged without patients' prior permission.
4. We may use some information for preparing statistics to continue improving quality of care and to ensure that our services meet patient needs. At all times steps will be taken to ensure you cannot be identified.

You may be receiving care from other organisations within the NHS. To ensure you receive a consistent programme of care we may need to share some information about your medical history. We only ever do this if it is in your interest.

## Communication needs

If you have any health issues which mean that you experience difficulty in any ways in which we might communicate with you, please let us know and we will do our best to make communication as easy as possible.

## SMS text messages

If we have your mobile telephone number, we may contact you by SMS text message as we find that this is a very effective way of communicating with patients. We will never send you spam messages or pass your mobile number onto any other agencies. If you do not wish us to contact you by SMS text message, please let us know.

## NHS App

The NHS app is a new, simple and secure way to access a range of NHS services on your smartphone or tablet.

Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data
- Covid vaccination status

## **Community Pharmacy Ailment Scheme**

Most people know that their local community pharmacy is a good source of advice on minor illnesses and can supply an over-the-counter medicine to treat the problem if required. When you call the Practice we may refer you to your local pharmacy. Amongst the minor illnesses covered by the scheme are: Cystitis, impetigo, hayfever, thrush, athlete's foot, ringworm, earache, headaches, fever, cough, sore throat, eye and ear infections.

## **Fit Notes (sick notes)**

A fit note (or Statement of Fitness for Work) allows your doctor or other healthcare professional to give you more information on how your condition affects your ability to work. This will help your employer to understand how they might help you return to work sooner or stay in work. Your employer cannot demand a doctor's certificate for the first seven days of a spell of sickness (including weekends). Further information may be found by accessing the NHS Choices website [www.nhs.uk](http://www.nhs.uk) and view the section 'When Do I Need a Fit Note'. If you do require a Fit Note, please telephone the surgery and give the details of your request to the receptionist.

## **Non-NHS fees**

Services outside the scope of the NHS will be charged according to a list of recommended fees. A list of fees is available from Reception and on our website. Non-NHS services include HGV, PSV, insurance company reports and medicals, private certificates, holiday cancellation, medical insurance reports/forms, pre-employment medicals, vaccination certificates etc.

## **Advice and vaccinations for travel**

If you are travelling abroad and you think you may need vaccinations, please call into our Reception team who will give you a personalised travel form which shows any previous vaccines that we have on your record. Please return form at least six weeks prior to travel. Some vaccinations are available free on the NHS but you may have to pay for others. If you do need any that are not free, you will need to visit designated travel centres, for instance the NOMAD Clinic in Bristol 01341 555061 or Day Lewis pharmacy in Axbridge.

## **Access**

Axbridge and Wedmore Medical Practice is a disability friendly practice. At Axbridge surgery we have disabled parking, a lift, wide corridors and doorways and disabled toilet facilities.

## **Zero tolerance**

At Axbridge and Wedmore Medical Practice we have a zero tolerance policy for any form of aggression or violence against staff.

## **Compliments and complaints**

If you are happy or unhappy with the service you have received from us, please let us know. There is a feedback form which is available at the reception desk. Alternatively, please phone and speak to one of our managers or log this via our website.