

## USEFUL TELEPHONE NUMBERS

District Nurses 03004216072

Gloucestershire registration queries 01726627661

Social Services 01451 832272

### Health

**Advisor to the elderly** 07703 566772

Campden Home Nursing Trust 01386 860219

**Moreton Hospital Minor Injuries** 0300 4218774

GL56 0DS

### **Evesham Community Hospital**

Minor Injuries Unit 01386 502388

WR11 1JT

**Ellen Badger Hospital—Shipston** 01608 661410

CV36 4AX

**Cheltenham General Hospital** 0300 4222222

GL53 7AN

**Gloucestershire Royal Hospital** 0300 4222222

GL1 3NN

**Warwick Hospital** 01926 495321

CV34 5BW

**Stratford General Hospital** 01789 205831

CV37 6NX

### **Chipping Campden Surgery Friends charitable trust**

**(Campden Surgery Friends)** Donations and Covenants can be made direct to Chipping Campden Surgery Friends Charitable Trust, **Registered Charity Number 1090242**. Campden Surgery is generously supported by the Friends who provide practical help, equipment and fundraising. The Chairman is Rachel Cunynghame who can be contacted via the Surgery reception. Mark Kirkbride is the Treasurer.

# CHIPPING CAMPDEN SURGERY

Back Ends, Chipping Campden, Glos, GL55 6AU

Tel: 01386 841894 (all calls)

Website: [www.chippingcampdensurgery.co.uk](http://www.chippingcampdensurgery.co.uk)

Dr. Jacquie WILLIAMS

Dr. Rebecca ZAMIR

Dr Matthew DEGNAN

Dr Manual Villarreal

*"To improve the health of the local community"*

Surgery Opening hours WEEKDAYS

8.30 am—1.30 pm 2 pm to 6.00 pm

Evening Surgery on Tues

6 30pm - 7 45pm

The Practice will be closed one afternoon every other month for training. Dates will be notified on the Surgery Notice Board and website.

Access—The Surgery is specially designed for wheelchair users and those with a disability including an automated front door.

The surgery has a patient feedback group - details can be obtained from reception and new members are always welcome.

**TRANSPORT TO THE SURGERY**—If you have difficulty getting to the Surgery, a car service is available, run by Campden Voluntary Help Group. Please ring the Surgery **in advance** of your appointment if you need help with transport. The drivers will need to have basic information including your name and address and the date and time of your appointment and you will need to consent to this if you wish to use the service.

**Carers** - if you are a carer or have a carer, please inform the surgery as we have useful information available regarding local facilities and we will make a note on your records so that you are offered any available services.

**Campden Home Nursing Trust** —A Charity for nursing terminally ill patients at home operates within a **seven mile** radius of Chipping Campden. A leaflet is available at Reception.

**Suggestions/Complaints**—A system is set up for feedback —a leaflet is available at reception.

**Data Information** - The surgery is registered under the Data Protection Act. Information collected from patients, including past records from previous practices, is used subject to the Data Protection Act 1998 - leaflets with more information and how to access your medical records are available in reception and on the practice notice board. Requests relating to the Freedom of Information Publication Scheme should be made to the Practice Manager, who holds a copy of the scheme. Please see the surgery website for the privacy notice under GDPR rules.

The practice undertakes **research** studies with the Primary Care Research Network based in Bristol and is also involved with training medical students from the University of Bristol.

## **PRACTICE STAFF**

Practice Manager	Amanda Goode
Assistant Practice Manager	Teresa Newman
Practice Nurse	Sally Aitken
	Tracey Linney
	Colette Nock
	Angela Volpe
Assistant Practitioner	Rachel Rawlings
Phlebotomist	Janet Watkinson
Health Care Assistant	Steph Davies
Clinical Pharmacists	Vacancy at present
Senior Dispenser	Kay Surdo
Dispenser	Dawn Bradley
	Linda Scott
Secretaries	Wendy Clarke
	Faye Edson
IT Admin/Summariser	Julie Jones
Accounts manager	Sue Donaldson
Receptionists	Gail Bonner (lead)
	Janet Watkinson
	Karen Elliott
	Sarah O'Sullivan
	Sharon Aubrey
	Anita Humphris
Midwives	Carolyn Plumb
	Jennie Sherwood
Health Visitor	Caroline Greaves
District Nurses	Philip Roud
Social prescriber	Bridget Mangan
	Carol Stockman
Gateway worker	Lucy Fowler
Frailty matron	Diana Kane

The Doctors have admission rights to Moreton Hospital where patients who do not need the facilities of a large District General Hospital can be treated or be cared for following treatment in one of the larger hospitals.

The Doctors are qualified in minor surgery, paediatric care, family planning and obstetrics.

The Surgery has facilities to carry out investigations normally done at a hospital and is unusually well equipped for a small rural surgery. We do not charge for the loan of equipment, but a donation towards expenses is always welcome.

**CAMPDEN SURGERY EQUIPMENT FUND**—Donations can be made direct to the Surgery—these should be designated for Campden Surgery Friends (see details above).

**Dispensary** - for those patients who qualify for dispensary services, the practice dispensary is open from 9 - 11am and 3 - 5pm for collection and 11am - 12pm and 2 - 3pm for telephone requests, weekdays. To obtain urgent medications out of surgery hours, please visit a pharmacy for an emergency supply or ring the Out of Hours GP: telephone number 01386 841894.

**APPOINTMENTS**—Telephone and face to face appointments are available each weekday - operated by triage where GP's speak to patients via telephone for the initial consultation. An interpreting and British sign language service is available and can be booked via the receptionist. An online facility is available to book appointments via our website - see reception for information on how to register or use the NHS app.

**MISSED APPOINTMENTS**—Appointment time is precious. If you do not intend keeping an appointment, we would ask you to let us know as soon as possible. This is a common courtesy and also enables another patient to use the time. Thank you to all our patients who do keep their appointments.

**URGENT MEDICAL PROBLEMS**—Will be dealt with on the same day—the doctor/nurse may speak to you on the telephone first.

The surgery appointment times are from 8.30 am —12.45 pm, 2.00 pm — 5 pm weekdays and Tuesday evenings from 6 30pm - 8pm. The surgery is closed on Saturdays and Sundays other than for pre-arranged appointments.

**OUT OF HOURS**—Your call will be answered by our medical answering service. They will contact the doctor on duty.

**HOME VISITS**—If a visit is required, please try and phone early in the day. The doctor may telephone before visiting. Home visits are available for those conditions that make it unreasonably difficult to get to the Surgery.

**TELEPHONE**—The telephone is a lifeline. **Please be considerate in your use of the surgery number.** If you wish to speak to one of the doctors, please request a telephone consultation and leave a number where you can be contacted.

**RESULTS**—In order to avoid blocking the line at busy times, we would ask you to ring for test results after 2pm on 841894.

## **Clinics**

**Patients over 75 years and carers** - are invited to make an appointment with their G.P. or Practice Nurse if they have not been seen within the past twelve months. Our Frailty Nurse and Matron regularly contacts all frail patients.

**Ante-Natal:** Midwife in attendance on Friday afternoons from 2 - 4pm

**Childhood immunisations** — are by appointment with our Practice Nurses.

**Emergency contraception**—(including "morning-after pill").

**Contraception implants and coils** are arranged by appointment with GP's specialising in this.

**Appointments are made with our Practice Nurses for the following:**

Diabetes, Asthma/Chest Problems, Chronic disease monitoring, Blood Pressure, Family Planning, Dietary Advice, Minor Surgery, Health Promotion/Lifestyle Advice, General Check-ups, Smoking Cessation, NHS health checks.

**New patients** are invited to speak to a doctor or nurse for a Health Check. Please also complete a health questionnaire when registering with the practice and inform us if you are or have a carer. We ask for copies of ID from all new and temporary patients to confirm identity.

**Specialist Clinical Services at the Surgery:** Mental Health Counsellor, Social Prescriber, Frailty Nurse, Clinical Pharmacist.

**TRAVEL CLINIC** - The NHS range of routine and travel immunisations are offered, in addition to important travel

advice. Please contact [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) (details available from reception) to find out your requirements and book an appointment with the Practice Nurses two months before departure if possible. We do not offer private vaccinations.

**REPEAT PRESCRIPTIONS** - Patients on regular long-term medication will be given a repeat prescription slip for re-ordering medicines. Prescriptions are made up and ready to collect **after 48 hours** of a repeat prescription request. **Dispensary phone lines are open from 11am-12pm and 2pm-3pm weekdays. To help dispensers workload, wherever possible, please try not to ring the surgery for repeat prescription requests. Please post or hand your slip in to the surgery or use the website/online service to request repeat medication.** Registration for on-line services is available from reception or dispensary or via the NHS app. Please bring photo ID to access this service. **UNUSED DRUGS**—can be returned to the Surgery.

**HOSPITAL SERVICES** - The Doctors refer to a wide range of hospital consultants based mainly at Cheltenham, Oxford, Warwick, Worcester, Banbury and Evesham. The choose and book password system also allows patients to make their own out-patient appointment at an NHS location of their choice. General Out-patient Clinics, Physiotherapy, Chiropody and X-ray facilities as well as Day Hospital Services are available at Moreton-in-Marsh, Shipston-on-Stour, Evesham and Stratford Hospitals.

Reviewed 2021