

MARSHFIELD SURGERY

Welcome to this village surgery opened in 1976. It replaced the High Street doctor's dispensary which had been in use for at least 80 years. This leaflet is to provide local information particular to Marshfield. If you have any queries do please ask.

Doctors:

Dr Richard Prince Mb B.Ch M.R.C.P. M.R.C.G.P.
Male, Registered 2001 University of Wales

Dr Pedro Pinto M.R.C.G.P, D.R.C.O.G, D.F.F.P.
Male, Registered 1999 Leuven University

Consultation Times:

We hold surgeries between the following hours. However, all surgeries go on longer than indicated - please ring to make an appointment.

Monday	8.30 - onwards. 8.30 - onwards.	Dr Prince Dr Pinto
Tuesday	8.30 - onwards. 9.00 - 10.00 a.m. 6.30 - 7.30 p.m.	Dr Prince Antenatal Clinic Dr Prince
Wednesday	8.30 - onwards.	Dr Prince
Thursday	8.30 – onwards. 10.30 - 11.30 a.m.	Dr Prince Immunisations
Friday	8.30 - onwards.	Dr Prince

Nurse Practitioner

Our Nurse Practitioner, Heather Campbell is trained to see and deal with a wide variety of problems that arise in general practice and can prescribe the appropriate medication; she is also trained to recognise more serious conditions that may require referral to one of the doctors.

Heather's surgeries are on Tuesday morning, Thursday afternoon and Friday morning.

EMERGENCIES

SEE "EMERGENCY INFORMATION" IN THE CENTRE OF THIS LEAFLET

Surgery Staff

Practice Manager: Mr Mike Lodge

Finance Manager: Mrs Katy Drew

Reception Staff: Mrs Vanessa Lodge Mrs Susan Watkins
Mrs Jennie Smith Mrs Caroline Yallaoui
Mrs Heather Brown

The staff are here **Monday to Friday 8.30 a.m. – 5.30 p.m.**

They are here to help. So if in doubt - ask!

Access: There are no steps for wheelchairs to negotiate but the toilet is not suitable for wheelchairs

Practice Nurses: Sister Susie Johnston is usually available by appointment on Monday and Wednesday 9 a.m. -12.30 p.m. and Thursday 9.00 a.m. to 12.00 noon. Sister Linda Jones is usually available by appointment on Tuesday morning and Sister Margaret Lewis on Monday, Wednesday and Fridays 8.30 a.m. to 12.00 p.m.

Appointments

We try to see everybody on the day they prefer. Surgeries normally run until we have seen the last patient who has asked for an appointment. Please phone for appointments when reception staff are here (at the times above). We will see anybody who needs urgent attention as soon as we can.

Visits

Please phone before 10 a.m. so that we can organise our day. We will immediately visit anybody who has an urgent problem. Please also see **EMERGENCY NIGHT AND WEEKEND SERVICES.**

Dispensing

We dispense medicines for most of the patients registered at Marshfield. You can usually collect your medicine as you leave after a consultation.

You can order **repeat prescriptions** by returning the repeat prescription slip once you have made an arrangement with the doctor. Please give us two working days notice if possible so that we can be sure your medicines are in stock. Drugs are delivered by the wholesaler daily Monday to Friday so please avoid weekends.

You can collect medicines between 8.30 a.m. and 5.30 p.m. Mondays to Fridays or during consultation hours on Tuesday evening.

Referral Letters

After seeing your doctor, if you have been referred for further care at a hospital or elsewhere you may request to see a copy of the referral letter.

SPECIAL SURGERY SERVICES

- Family Planning** - A full range of services are offered in normal surgery hours.
- Well Woman Care** - We can see women patients for prevention and health promotion during surgeries. We can offer advice on breast screening, period problems and the menopause. Just ask for an appointment.
- Accidents** - We suture and dress most minor wounds ourselves. So, in general consult the surgery for advice if you need more than an Elastoplast.
- Medical Examinations** - We undertake all examinations for HGV, PSV, Employment, Insurance etc. during normal surgery hours. Please make it clear what you need when booking an appointment so that we can give you enough time. (There will be a fee for this service)
- Asthma and Diabetic Clinic** - Our practice nurses review diabetic and asthmatic patients regularly during the year.
- Foreign Travel** - We give comprehensive advice on inoculations for foreign travel. Please make a 20 minute appointment to see the nurse so that we can arrange a suitable timetable for injections etc.

EMERGENCY

IF YOU NEED HELP OUTSIDE OF NORMAL SURGERY HOURS

ON WEEKDAY EVENINGS UP TO 6.30pm

one of the partners will be available so telephone the surgery

01225 891265

BETWEEN 6.30 pm and 8.00am

Ring Wiltshire Medical Services at the Primary Care Centre at Chippenham Hospital on

0300 111 5717

You will speak to someone who can help. If you need to see the doctor you will be asked to go to -

Chippenham Primary Care Centre (map opposite)

HELP US TO HELP YOU

1. *Please only telephone if the problem cannot wait until your surgery is open - remember unnecessary calls delay the Doctor from dealing with true emergencies.*

2. *Remember - friends, neighbours, relatives or a taxi can always bring you to the Primary Care Centre. Similarly if a friend or neighbour has problems getting to the centre then please help with transport.*

It is essential that you go to the doctor if you can. Most children, for example, can travel. You will be seen swiftly. Home visits are for those unable to move such as the bed bound and the terminally ill.

Other Useful Information

Suggestions

We welcome your suggestions or comments. Please discuss any problems with the doctor or one of the staff.

Carers

The Practice has developed an electronic register of Carers within the area and is committed to offer help and support where possible. If you are a Carer or are being helped by a Carer and wish to be added to the register please contact our reception staff.

Chargeable Services

The National Health Service provides most health care to most people free of charge, but there are exceptions such as prescription charges. The NHS does not employ GPs but has a contract with them to provide NHS general medical services for their patients. Sometimes, however, GPs are asked to provide additional services, which fall outside their contract with the NHS, and in these circumstances, they are entitled to make a reasonable charge for providing them. It is up to the individual practice to decide how much to charge, although the BMA produces lists of suggested fees for the Doctors to use as a guideline.

When a doctor signs a certificate or completes a report, the doctor needs to check the patient's entire medical record to ensure that they are providing accurate information. GPs will not be able to complete forms overnight, so please ensure that you give them reasonable notice. Not all documents need a signature by a doctor. For example, you could ask another person in a position of trust, who may be willing to sign a passport application free of charge. (Teacher, Accountant, etc).

You can also complete the form to the best of your ability in pencil, so the doctor just has to quickly verify your entries against the information held by the practice.

What is covered by the NHS and what is not?

Examples of non-NHS services for which GPs can charge their NHS patients are:

- Signing passport application forms
- Certain travel vaccinations
- Private medical insurance reports
- Holiday cancellation claim forms
- Referral for private care forms
- Letters requested by, or on behalf of, the patient

Examples of non-NHS services for which GPs can charge other institutions are:

- Medical reports for an insurance company
- Some reports for the DSS/Benefits Agency
- Examinations of company employees

We have a list of fees displayed at reception. If you want your GP to complete a report or form, which falls outside the GP's contract with the NHS, the receptionists will collect any fees before any work is started.

Changes in Personal Circumstances

If you move home, change your name or telephone number, please let us know as soon as possible so that we can keep our records up to date. If you move outside the area covered by the Practice, you will need to register with another Doctor.

Unacceptable Behaviour

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Protection and use of your information -

Your records are safe with us.

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. It also may be needed if we see you again.

We only use or pass information about you to people who have a genuine need for it. Whenever we can we shall remove details that identify you as an individual.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

If at any time you would like to know more information about how we use your data you can speak to Mr Lodge or Mrs Drew.

For further information please refer to the leaflets held in Reception entitled "Your records are safe with us."

Personal Medical Services (PMS)

Marshfield surgery is part of a group practice based at four rural surgeries in Marshfield, Wick, Pucklechurch and Colerne with six doctors.

Since October 2002 we have been funded by what is called Personal Medical Services. This is a Government scheme which pays us in a slightly different way to previously, giving us slightly less bureaucracy in return for meeting certain quality targets. It provided the funding to employ another practice nurse at Marshfield Surgery which has improved our service to our patients.

Chaperone Policy

The Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present. Wherever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.