

# Overton Park Surgery



## PATIENT INFORMATION BOOKLET

[www.overtonparksurgery.com](http://www.overtonparksurgery.com)

Overton Park Road, Cheltenham, GL50 3BP

Telephone 01242 580 511

Fax 01242 253 542

Open weekdays 8:30am-6:30pm



Providing NHS services

## SURGERY OPENING HOURS

Monday to Friday: 8:30am - 6:30pm. 'Extended hours' appointments outside of our core hours are by appointment only.

Improved Access clinics weekdays 4pm-8pm, weekends 8:30am-5pm

	<b>Morning</b>		<b>Afternoon</b>	
<b>Monday</b>	Dr Wilson Dr Copps Dr Williams	Dr Coker Dr Porter Dr Macrow	Dr Wilson Dr Copps Dr Williams	Dr Coker Dr Macrow
<b>Tuesday</b>	Dr Wilson Dr Copps Dr Morgan	Dr Fox Dr Williams Dr Porter	Dr Nelson Dr Wilson Dr Morgan	Dr Fox
<b>Wednesday</b>	Dr Nelson Dr Wilson Dr Coker	Dr Christmas Dr Macrow	Dr Nelson Dr Wilson Dr Coker	Dr Williams Dr Christmas Dr Macrow
<b>Thursday</b>	Dr Nelson Dr Wilson Dr Copps	Dr Morgan Dr Christmas Dr Porter	Dr Copps Dr Morgan Dr Fox	
<b>Friday</b>	Dr Nelson Dr Copps Dr Morgan	Dr Coker Dr Fox Dr Williams	Dr Nelson Dr Morgan Dr Fox	Dr Williams

### CONTACT US

Overton Park Surgery  
Overton Park Road  
Cheltenham  
GL50 3BP

**Tel: 01242 580 511**  
Fax: 01242 253 542

## **WELCOME TO THE OVERTON PARK SURGERY**

Overton Park Surgery is a friendly, modern GP practice in the centre of Cheltenham. Established in 1899 by Dr Grace Harwood Stewart Billings, the first female GP in Cheltenham, the practice has a long and notable history. We are a very busy and pro-active training practice, with a practice population of 11,800 patients.

The Practice Team aim to provide a holistic and personal approach to health care, with the patient at the centre of decision making.

For more information, visit our website:

[www.overtonparksurgery.com](http://www.overtonparksurgery.com)

All our clinical rooms are on the ground floor and the building is fully accessible to wheelchair users. Please be advised that there is limited parking on our site, and is primarily for the use of less mobile patients, expectant mothers and parents of young children.

We have a hearing induction loop system available at Reception. Please set your hearing aid to T.

**JOINING THE PRACTICE**

If you wish to register as a patient, you can pick up a GMS1 Registration Form and a New Patient Questionnaire from Reception. You will also be asked for some form of photo ID and proof of residence, such as a recent bank statement or energy bill. Your GP notes will then be requested from your previous surgery automatically.

Alternatively, you can register your details online at **[www.overtonparksurgery.com](http://www.overtonparksurgery.com)** and bring in identification and proof of address afterwards. You will not be registered until you have provided proof of address, and will not be able to book an appointment.

The New Patient Questionnaire will ask you to consent to different types of data sharing. We recommend sharing data with other NHS healthcare providers as it will mean you will receive safer care during an emergency, when your GP practice is closed, or when you are away from home in another part of England.

You can choose not to share any of your data. Please be aware that if you do not consent to data sharing you will not be able to have an Improved Access appointment.

## **CHANGES IN YOUR PERSONAL DETAILS**

Please tell us of any changes in your personal details such as your name, address or telephone number. This is very important as we may need to alter a surgery and need to contact you at short notice. Please note that if you have call barring on your home phone, we will be unable to phone you from the surgery.

**THE PRACTICE TEAM**

## Practice Manager - Mark Thatcher

Mark is responsible for the overall management of the practice. He will deal with queries of a non-clinical nature and would encourage your comments and criticisms regarding the practice that may help us improve our service to you.

## The Partners

Dr Stuart Nelson - MBBS, DCH, DRCOG.DFFP, FRCGP  
*Senior partner, GP Trainer and Appraiser. Special interest: Diabetes.*

Dr Julian Wilson - MBBS, DRCOG, DIP.PALL.MED, FRCGP  
*Royal Collage Examiner and General Practitioner for Gloucester Rugby Club. Special interests: Ischaemic Heart Disease, Diabetes, Palliative Care and Immediate Care in Sport.*

Dr Caroline Copps - MBChB, DRCOG.DFFP, DIP.THER  
*Special interests: Family Planning, Women's Health and Pharmacology.*

Dr Thomas Morgan - MBBS, DRCOG, MRCGP  
*Trained endoscopist, and holds a Clinical Assistant post in Endoscopy at Gloucester Royal Hospital. GP Trainer and appraiser.*

Dr Rachael Coker -MBChB, MRCGP,DCH, DRCOG, DFFP  
*Special interest: Paediatrics.*

Dr Daniel Fox – MBBS, MRCGP  
*Special interest: Dermatology.*

Dr Michael Williams – BSc, MBBCh, MRCGP  
*Special interest: Urgent care.*

## Salaried GPs

Dr Trudy Christmas - MBBS, BSc, MRCGP, DRCOG.DFFP

Dr Amanda Porter - MBBS, BSc, MRCGP, FRCA, DRCOG

Dr Sarah Macrow - MRCGP, DRCOG 2008, MB ChB

Nurse Practitioner - Tracey Moore - Lead Practice Nurse, RGN, Diploma in First Contact Care, Cert. in Ischaemic Heart Disease, Cert. in Diabetes, Infection Control Link Practitioner, Independent Nurse Prescriber.

### Practice Nurses

Lisa May - RGN, ENB 93, Cert. in Diabetes, Dip COPD level 2 Awareness in Dementia, Dementia Link worker.

Debbie Hatcher - RN, Advanced Diploma in Women's Health, Diploma in Asthma, Diploma in COPD.

Nic Stephens - RGN, ENB 998, ENB 978, Dementia Link worker, BTEC Level 3 Diploma Level Awareness of Dementia.

Jo Herbert - Jo-RN

### Health Care Assistants

Sally Hatcher – HCA, NVQ3

Clare Hart - HCA, NVQ3

Yazmin Woods - HCA

Midwife – Megan Morse

Mental Health Nurse - Nick Stevenson

## **APPOINTMENTS**

Call our main number **01242 580 511** to book a 10 minute appointment. When calling, you will be asked for a brief description of

your problem to ensure you are dealt with by the most appropriate clinician. We also offer telephone consultations with the doctors.

You can book or cancel appointments online once you have registered for Online Services. Please ask at Reception for further information.

If you arrive more than twenty minutes late for an appointment, you may be asked to rebook. Please inform us as soon as possible if you are unable to attend an appointment so that it can be given to someone else.

### **Improved Access**

If there isn't an appointment (routine or on-the-day) available at Overton Park Surgery, you can be offered an appointment here with another GP in the Cheltenham Central Cluster. These clinics are open to patients registered at any of the seven Cluster surgeries, and will be available to you and your family up until 8pm Monday to Friday, and 8:30am-5pm on Saturday and Sunday. Please see our website for more information.

The GP you see will have full access to your medical records, so you can be assured they will be aware of any ongoing condition. If you do not wish to share your records please let us know, however you will not be able to have an Improved Access appointment.

### **TEST RESULTS**

Please wait 7 days before making enquiries. Results cannot be given out to a third party without prior arrangement. The receptionists can only report what has been authorised by the doctor.

### **REPEAT PERSCRIPTIONS**

To order a repeat prescription, you can:

1. Register at Reception to order repeat prescriptions through our website.

2. Call the Prescription Ordering Line: 0300 421 1215. Open Monday-Friday, 9am to 5pm, calls are charged at standard rate.
3. Fill in a Prescription Request Form on the 'tear off' side of your prescription and giving it to Reception.
4. Write down your name, address and what you need on the form at Reception.
5. Send your request to us by post with a SAE for the new prescription
6. Ask your pharmacy to make a request on your behalf.

You can register at a local pharmacy to collect your prescription directly from them without needing to come to the surgery.

We **do not** accept telephone requests for repeat prescriptions. Please allow **48 hours** for prescription requests to be processed.

### **ACCESSIBLE INFORMATION**

The Accessible Information Standards Act seeks to identify the communication needs of patients where they relate to a disability, impairment or sensory loss. We will ask about any specific communication and information needs you have in the New Patient Questionnaire, such as needing printed information in a large font or to be accompanied by an interpreter.

Please see our website for more information, as well as links to Easy Read health information leaflets.

### **HOW TO ACCESS INFORMATION**

If you require access to your medical records, please see the Your Medical Records' page on our website for more information.

### **SERVICES AVAILABLE DURING NORMAL HOURS**



**Long Term Conditions Clinics** – Patients with Asthma, COPD, Diabetes, Heart Disease, Hypertension, Strokes and Kidney Disease are all invited to attend these clinics. Diabetic and Heart Disease patients are invited for annual review in their birthday month. Patients with diabetes are also invited for a half yearly check-up.

**Minor Surgery** - All the doctors are able to perform a range of procedures such as joint injections and the removal of simple skin lesions.

**Child Health** - All new babies are invited for regular check-ups and immunisations from eight weeks old. You will be sent appointments at the appropriate times for your child's vaccinations.

**Family Planning** - A full and confidential contraceptive and family planning service is available at the surgery for men and women. Emergency contraception is also available. Women are offered a pre-pregnancy check which will assess your health, immunity to rubella and give you advice about starting a family. We have a Community Midwife who will be able to see you at home and at the surgery.

**Cervical Smears** – We run a recall system as part of the National Screening Programme. All women over the age of 25 will be sent an appointment reminder when required.

**Health Visitors** - Our Health Visitors can give advice on health care, particularly for pre-school children.

**Community Nurse Home Visits** - We have a specialist nurse who visits older patients with long term conditions for their annual review who are strictly housebound and therefore unable to come to the surgery. She also has a specialist role supporting people with dementia and their family/carers in their own homes.

**Private Medicals** – Medical examinations for special purposes (insurance, HGC, taxi medicals, etc) are done by doctors. These can be arranged with Reception and a fee will be charged at the appropriate rate.

**Travel Vaccinations** – We are a registered Yellow Fever Vaccination Centre. Our nurses have all the expertise and information to advise you and give you the protection you need for travel abroad. Please see a nurse about your travel plans at least 8 weeks before your departure.

**Smoking Cessation Help and Advice** - Advice and support is available for patients wishing to stop smoking, including Nicotine Replacement Therapy.

**Over 40s Health Checks** – Patients will be invited for this programme, which includes a blood pressure check and blood/urine tests.

## **EXPRESSING COMMENTS, CONCERNS AND SUGGESTIONS**

Comments, complaints and suggestions help us to improve our service. If you wish to tell us something, please write to us or ask to speak to our Practice Manager, Mark Thatcher.

If you are unsure whether to make a complaint but would like to resolve an issue, contact the Community Patient Advice and Liaison Service (PALS) on **0800 019 3282**

Or visit [pals.gloucestershirehospitals@glos.nhs.uk](mailto:pals.gloucestershirehospitals@glos.nhs.uk)

## **PATIENT CONFIDENTIALITY**

Patient confidentiality is very important to us and we respect this right for all patients regardless of age. Sometimes we are asked to share patient information with other health professionals for the purpose of audit and research. Anyone with access to medical records is bound by the same rules of confidentiality. We have a leaflet available from Reception about confidentiality and information sharing.

### **CARE DATA SCHEME**

The Government scheme to share health information for planning and research purposes means that your GP records will be shared in accordance with this scheme. If you do not wish for this to happen, please ask for an opt-out form from Reception.

For more information visit [www.nhs.uk/caredata](http://www.nhs.uk/caredata) or call the patient information line: **0300 456 3531**.

## **VIOLENT PATIENTS**

Staff have the right to work free from any form of threats, fear, abuse or violence. The GP practices in Gloucestershire have agreed a Zero Tolerance Policy. Depending on the level of the incident, a patient who is verbally rude or mildly abusive may be given a “Yellow Card” as a final warning. Any further incident will result in a “Red Card” with the patient being removed from the Practice List.

Following a “Red Card”, the patient may face police charges resulting from the incident and will not be seen by any local GP Practice. The patient will have to travel to the Vaughan Centre in Gloucester to receive any further GP services in secure conditions for healthcare staff and will not receive home visits.

## **GET THE RIGHT TREATMENT**

It is not always necessary to see a doctor.

**Your local pharmacist** can help with many ailments, such as coughs, colds, asthma, eczema, hay fever and period pain. They can give advice or, where appropriate, medicines that can help clear up the problem. Pharmacists are qualified to give advice on common complaints, and can also answer any questions about medicines. They can offer over-the-counter remedies, and advise you when your symptoms are more serious and may suggest you visit your GP.

**A well-stocked medicine cabinet** will help you treat many everyday illnesses at home. It is recommended that you keep a supply of the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Antihistamines
- Anti-diarrhoea tablets
- Mild laxatives
- Indigestion remedies
- Sunscreen – SPF 15 or higher
- A thermometer
- Plasters, non-absorbent cotton wool, elastic bandages and dressings

- ✓ Remember to keep medicines in a secure, locked place out of reach of children.
- ✓ Always read the instructions and use the suggested dose.
- ✓ Don't use medicines which are past their expiry date.
- ✓ Take all unwanted, out-of-date medicines back to the pharmacy.

**NHS 111** is a confidential, 24 hour advice and health information service that will give you immediate advice on what to do if you or a member of your family feels ill. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. Calls are free from landlines and mobile phones.

**For emergency hospital treatment**, you should go to your nearest accident and emergency (A&E) department, or call 999 for an emergency ambulance.

An emergency is a critical or life threatening situation which may include loss of consciousness, severe chest pain or loss of blood. Remember to keep calm, do everything you can to help the person, but don't put yourself in danger and don't give the person anything to eat, drink or smoke. Please remember that hospital A&E departments are designed to treat accidents and emergencies only.

**The ambulance services** are for when an immediate response is required. Situations requiring this service include:

- Serious accidents
- Breathing problems

- Chest pains
- Unexplained collapse or if unconscious
- Severe blood loss
- Overdose

## FINDING A DENTIST

If you need to find a dentist in your local area, visit [www.nhs.uk/Service-Search](http://www.nhs.uk/Service-Search).

**Gloucestershire Dental Access Centre** provides emergency and general NHS dental care for people within Gloucestershire who are unable to access treatment from a general dental practitioner. They provide some general dental services and also a special care dentistry service. The cost of treatment for any service at any clinic is the same as in all NHS dental practices. People will be charged the current NHS dental patient charges unless proof of exemption can be provided.

**Call: 0300 421 6440**

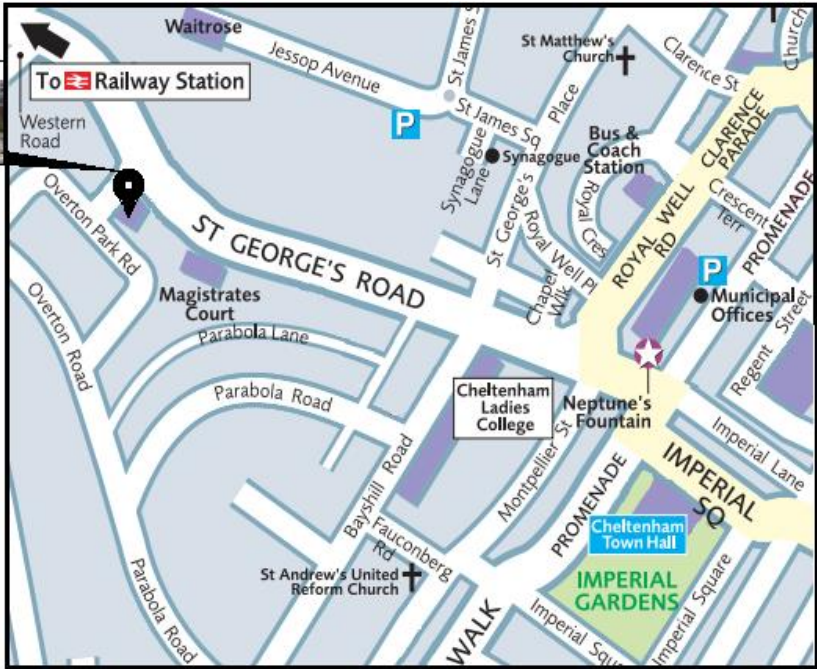
## FREEDOM OF INFORMATION ACT

The purpose of the Act is to give everyone greater rights of access to information about how public authorities work. Gloucestershire PCT has produced a publication scheme of all documents available to the public on its website at: [www.glospct.nhs.uk](http://www.glospct.nhs.uk).

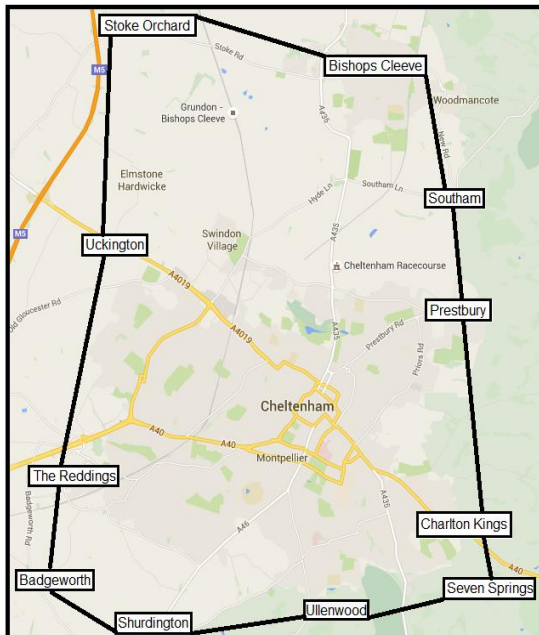
For more information about the Freedom of Information Act visit: [www.foi-uk.org](http://www.foi-uk.org)

## NOTES

## HOW TO FIND US



The Practice Area extends approximately 3 miles from the centre of Cheltenham.



## **USEFUL NHS AND RELATED SERVICES**

Gloucestershire Dental Access Centre  
(Emergency Dentist): **01452 380 073**

NHS Chiropodist at St Paul's Medical Centre: **01242 215 470**

NHS Physio Direct (Cheltenham): **08454 222 507**

Carers Gloucestershire: **0300 111 9000**

Adult Social Care Helpdesk: **01452 426 868**

Children & Families Helpdesk: **01452 426 565**

2Gether NHS Foundation Trust:

<http://www.2gether.nhs.uk/services-in-gloucestershire>

**If you would like to receive this information in a larger font or by email, please tell us.**

**The Practice Leaflet is also available on our website: [www.overtonparksurgery.com](http://www.overtonparksurgery.com)**