



THREE SHIRES MEDICAL PRACTICE

Practice Information Leaflet

Surgeries

Colerne Surgery

35 High Street
Colerne
Chippenham
SN14 8DD

01225 742 028

Marshfield Surgery

2 Back Lane
Marshfield
Chippenham
SN14 8NQ

01225 892 149

Pucklechurch Surgery

12 Becket Court
Pucklechurch
Bristol
BS16 9QG

0117 937 2350

Wick Surgery

111 High Street
Wick
Bristol
BS30 5QQ

0117 937 2214

www.threeshiresmedical.co.uk

Welcome to Three Shires Medical Practice. This leaflet has been designed to tell you about the services available to you at our surgeries. Our website is regularly updated and includes more detail.

EMERGENCIES / AND OUT OF HOURS SERVICES

For life threatening emergencies, dial 999. If you need a doctor in an emergency when the surgery is closed, after 18:30 and weekends/bank holidays call 111. Please telephone your normal surgery number at other times. Our sites are open between 8.00am and 6.30pm Monday to Friday- see website for individual site information.

General Practitioner partners

Dr Richard Greenway

MBBS, DRCOG, MRCGP

Registered 1991 London. Wick Surgery. Managing Partner.

Dr Pedro Pinto

MD, MRCGP, DRCOG, DFFP

Registered Leuven (Belgium) 1999. Colerne Surgery. Partner.

Dr Richard Prince

MB Bch, MRCP, MRCGP

Registered 1999 Cardiff. Marshfield Surgery. Partner.

Dr Dana Parr

MD DRCOG DFFP MRCGP

Registered 2005 Prague. Wick Surgery. Partner.

Dr Keira Prince

BMBS BMedSci MRCGP DFRS

Registered 2001 Nottingham. Partner.

Registration

If you are living with our practice area, please complete a registration form and Three Shires health questionnaire. These can be collected from one of our reception desks or can be found on our website. Once registered with the practice we will invite you for a New Patient Health Check.

Access to care

We have General Practitioners, Nurse Practitioners, Pharmacists, Social Prescribers, First contact Physiotherapist, Nurse and Healthcare Assistant appointments available throughout the week across our four sites.

Disabled Facilities

The practice premises afford access for disabled patients. Disabled toilet facilities are available on site. An induction loop system is installed at the reception for those who have hearing difficulties.

Communications

We are increasingly communicating via SMS messages to mobile phones, both for appointment reminders /cancellation, but also for example for delivery of results or answering queries from you. We will ask for your consent to do this.

Appointments

We offer appointments online (via our website), telephone call, video call or face to face. They are generally 10minutes long, and we would request you call as early as possible in the morning for same day access, and to make a double appointment if you have more than one issue to discuss. Whilst we do try to see everyone on their preferred day, sometimes we may need to ask you to travel to one of our other sites to access the care you require.

We also provide home visits for our housebound patients where necessary, if this is required, please do contact us at the earliest opportunity to allow us to organise our day.

Dispensing

We are a dispensing practice. Most of our patients are able to utilise this service (providing that live 1.6km or more from another Pharmacy). Please check at reception if you are unsure. This means we can dispense the medication for you following your appointment. We will endeavour to get your medication ready for you as soon as we can.

Repeat prescriptions can be submitted online via our Patient Access portal, the NHS App or posted into our letterbox in each surgery. A minimum of 48 working hours is required to process repeat prescriptions.

Repeat medication requests will not be taken over the phone.

Patient Participation Group

If you are interested in joining this group please see links on our website.

Clinical Service provided by the Practice

Respiratory Clinics (Asthma, COPD, Spirometry)

Baby immunisations

Cervical smears

Contraceptive implant fitting

Contraceptive coil (IUCD) service

Emergency contraception

Family planning

Diabetic care services

Flu and other adult vaccinations

Wound management

Leg ulcer care

Hypertension care

Phlebotomy service

Anticoagulation service

HRT/Menopause service

NHS health check

Additional services for our patients (provided by other health services on the premises)

Diabetic Digital Retinopathy Clinics, Aortic Aneurism Screening

Referrals

Referrals to secondary care are processed by the clinician you see at your appointment. You may request to see a copy of any referral letters raised for yourself.

Training

As a training practice we sometimes have a medical student sitting in during consultations – please say if you prefer to see the doctor or nurse alone. We occasionally employ doctors when a partner is away. These are always qualified doctors and referred to as Locums.

Threatening or Abusive Behaviour

We have a zero tolerance policy. Threatening or abusive behaviour towards any member of staff will not be tolerated and will result in removal from the practice list.

Non NHS Work

Some of the work you may ask us to do falls outside of NHS contractual work. Items such as medicals for HGV, PSV, or other medicals may be outside of the NHS and you may be asked to pay a fee in advance. Please ask reception for the list of fees. Please note that non NHS work cannot take priority over our responsibilities to care for our registered patients and therefore there may be delays in non NHS work. Please be patient.

Patient supplied samples

Please remember that in order for us to process patient supplied samples (such as urine and stool), they must be supplied to us with all the paperwork completed and the sample itself clearly identified as instructed by your clinician. Failure to do so will mean that we are unable to send your sample to the laboratory for testing.

Feeling vulnerable or at risk?

Whether you are an adult, a child or a teenager, if you are feeling that you are at risk of harm or neglect, worried about your or somebody else's wellbeing then please speak to a GP. We can put you in touch with the right people.

Chaperones

A chaperone is a trained member of staff, who you can request to be in the consultation with you, for example if you have having an intimate examination. Please don't be afraid to ask for one.

Carers

Are you helping someone with their day to day living? Without your help and care would they be able to manage? If so, you are a carer. Please make sure you tell your clinician so that we can make a note of this in your records. We can put you in touch with local organisations that can offer you help and support, for example the Carers Support Centre in Fishponds. There is help out there for you so please let us put you in touch. You will also be entitled to additional services such as flu vaccination or NHS Health Checks.

Complaints & Suggestions

A suggestion box is situated within the reception area. We welcome your views and feedback. If you have any complaints, these should be addressed to the Practice Manager – More information can be found at www.threshiresmedical.co.uk

Rights and Responsibilities

What patients can expect:

- To be treated with respect and politeness by all staff.
- For confidentiality to be maintained at all times
- To have access to a health care professional within 24 working hrs and a doctor within 48 working hrs.
- A safe, tidy and clean waiting room, consulting and treatment rooms.
- To be informed of any changes in service or alteration in practice.
- To be informed of the complaints procedure.
- To have access to the Operations Manager via an appointment system.

- To have a named accountable GP.

What staff can expect:

- To be treated with respect by all patients - Please remember our staff are trying to help you.
- The doctors and nurses will determine the frequency of appointments for each patient as determined by the patients condition.
- Patients with routine problems will not use the Out of Hours service.
- To be informed if patients are unable to keep their appointments.
- Patients to be on time for appointments.
- Repeat medication request to be made in accordance with practice policy.

Patient confidentiality and information sharing

To ensure compliance with the General Data Protection Regulation (GDPR), Three Shires Medical Practice must ensure that information is provided to patients about how their personal data is processed. We take the care of your data very seriously and work hard to keep your medical records up to date and accurate. We will collect information such as:

- Personal details, including name, address, next of kin
- Records of appointments, visits, telephone calls,
- Your health records, treatment and medications, test results, X-rays, etc.
- Any other relevant information to enable us to deliver effective medical care
- Your data is collected for the purpose of providing direct patient care; however, we can disclose this information:
 - If you give consent or
 - If it is required by law
 - If it is justified in the public interest.

The practice may be requested to support research; however, we will always gain your consent before sharing.

National Data Opt-Out Programme NHS Digital is developing a new system to support the national data opt-out which will give patients more control over how confidential patient information is used. The system will offer patients and the public the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients and the public who decide they do not want their confidential patient information used for planning and research purposes will be able to set their national data opt-out choice online. Further information about the National Data Opt-Out Programme can be found on our website.

Primary Care Network

Primary care networks will be developed over the next three years and will give you access to a wider range of health and care professionals, as part of community teams. Our practice form part of network 4.

Our Governing Body

NHS Bristol, North Somerset and South Gloucestershire CCG

South Plaza

Marlborough Street

Bristol

BS1 3NX