

NHS England

NHS England is responsible for provision of primary medical services in Swindon. Address and contact details are as follows:

Primary Care Support England
PO Box 350
Darlington
DL1 9QN

Why information is collected about you

We ask you for information so that you can receive proper care and treatment.

We keep this information, together with details of your care, because it may be needed if we see you again.

We may use some of this information for other reasons; for example to help us protect the health of the public generally, and to see that the NHS runs efficiently, plans for the future, trains and rewards its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to *pass on* information; for example, to notify a birth or to report infectious diseases such as meningitis or measles (but not HIV/AIDS).

The NHS Central Register for England & Wales contains basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information.

You have a right of access to your health records.

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

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you. We only ever use or pass on information about you if people have genuine need for it in your and everyone's interest. Whenever we can we shall remove details which identify you. Anyone who receives information about you from us is also under a legal duty to keep it confidential. If you agree, your relatives, friends and carers will be kept up to date with the progress of your treatment.

Information will not be disclosed to other parties without your consent.

Our guiding principle is that we are holding your records in strict confidence.

Priory Road Medical Centre



**Park South
Swindon SN3 2EZ**

www.prioryroadmedicalcentre.org.uk

Tel: 01793 688744 at all times

Fax: (01793) 512562

The doctors in Priory Road Medical Centre are:

Dr Martin Strong MBChB (Sheffield 1988) MRCP

Dr Bryan Togher MBBS (London 1998) B.Sc MRCP

Dr Lydia Scott MBChB (Leeds 2005) MRCP, DFRH

Dr Phil Wall MBBS, MSc (Hons) PHD (London 2013) MRCP

Dr Heather Weir MBChB (Sheffield 2007)

Dr Rohini Jadhav MBBS (India 2009)

Welcome to the Practice

The partners of Priory Road Medical Centre hold a contract with NHS England to provide primary care medical services. There are currently six doctors, and four nurses, as well as a full supporting staff, working together as a group to ensure the best and most appropriate treatment for our patients. We are committed to all aspects of health promotion and preventative medicine.

This leaflet is produced to welcome and inform patients of how you can make use of the services our practice has to offer. If you require further information or advice about its contents, please ask our patient co-ordinators to help.

Priory Road Medical Centre is research active, this practice takes part in high quality medical research. Medical research helps to improve the health and wellbeing of the nation.



Wheelchair Access

Wheelchair access is available via the power assisted automatic front door. There are push activation pads to assist you.

Hearing Loop The Practice provides a Hearing Loop system for use by patients with hearing aids. Please ask at reception for assistance. Lift access available to first floor.

Registration To register as a patient ask at reception for details. Although you will be officially registered with one doctor you may see the doctor of your choice. If you wish to see a particular doctor for some or all medical conditions please let the patient co-ordinator know and she will note this in your medical records. Note that while we will endeavour to accommodate this it may not always be possible.

Location of the Practice The practice can accept patients within a defined area. If you change your name and address or telephone number please inform us as soon as possible. If you move out of the practice area, you will be required to re-register with a more local practice.

Premises Our premises are spacious with 7 consulting rooms and 3 treatment rooms on the ground floor, and substantial administrative space on the first floor.

SUCCESS (Swindon Urgent Care Collaborative Emergencies Surgery Scheme) Centres

As a busy practice sometimes seeing people as quickly as they require can be difficult. Priory Road has begun using the services of the **SUCCESS** Centres for patients with minor illnesses. Please be aware that receptionists are now authorised to ask the reason for your request to see a GP. This is to direct you towards the most appropriate care. If the receptionist makes you an appointment at one of the **SUCCESS** Centres you will be asked to attend either Swindon Health Centre or Moredon Medical Centre.

Rights & Responsibilities of Patients

Patients have the right to expect to be treated in a professional and fair manner with a high standard of medical care. We will always endeavour to provide the very best care possible within the resources available. In order to assist us in this we require patients to take full responsibility for ensuring that they do not abuse the service. For example, it is your responsibility to ensure that you keep your medical appointment and follow the medical advice given.

Very occasionally a practice/patient relationship breaks down. Whilst the patient always has the option to register with a different practice, the practice also has the right to remove a patient from the list. This would only generally follow a warning or series of warnings that has failed to remedy the situation.

Violence and Aggression

The practice operates a “zero tolerance” policy on violent and aggressive behaviour. Any person displaying inappropriate behaviour may face immediate removal from our patient list in order to safeguard practice staff and patients.

Confidentiality

Everything you discuss within the surgery is confidential, but may be shared with the practice health care team and with other health care professionals to whom you are referred for care. Information will not be disclosed to other parties without your consent. This also applies if you are under 16. See also paragraph title “Information About You” on rear cover.

Private Fees

We also undertake some work not covered by the NHS including HGV and Taxi Medicals, legal and insurance reports, certificates, etc. A list of fees for such work is displayed in reception.

Complaints Procedure We take complaints very seriously. If you would like to make a complaint regarding the surgery or the services we offer, please contact the Practice Manager, preferably in writing. A Complaints brochure is also available on request.

Out of Hours Services On weekdays between the hours of **6.30pm** and **8.00am**, and all day and night at weekends and on Bank Holidays, provisions for patients requiring medical treatment during “out of hours” have a choice:

If you wish to see an “Out of Hours” doctor, Tel: **01793 646466** or visit the **Urgent Care Centre, Great Western Hospital**

Other sources of medical help or advice

NHS 111 – Tel: **111** when you need advice

Walk In Centre, Islington Street	Monday to Friday	8.00am to 6.00pm
	Weekends/Bank Holidays	8.00am to 6.00pm

This facility is nurse led and is able to advise on and, where appropriate, treat a variety of medical conditions. Tel: **01793 607890**

Repeat Prescriptions To order a repeat prescription you can telephone Prescription ordering Direct (POD) Tel: 01793 683755 or register to use our online service. We operate a 72 hour prescription service, but please note that we do **not** accept requests for prescriptions over the telephone. This is for safety reasons. Patients on repeat medication will be asked to see a doctor or Practice Nurse at least once a year to review these regular medications. Patients on long term therapy will be asked to regularly visit the doctor or Practice Nurse to check on their medication.

Home Visits Patients are generally seen at the surgery. Although you will be officially registered with one doctor you may see the doctor of your choice. However, it is recommended that once treatment has commenced, you continue to see the same doctor for that problem, but between the hours of 8.00am and 6.30pm patients may be seen at home if the doctor considers a home visit necessary because of the patient’s medical condition. Please call the surgery by 10.30am if possible if you believe a home visit to be necessary. Note that there may be a delay of several hours before the doctor can make the visit, except in emergencies.

Practice Staff The practice employs some 22 staff members who work with the GPs to provide patients with help and advice. Your Practice Manager is Ms Catherine Turner and the Assistant Practice Manager is Mrs Shella Hollister. Should you wish to speak to either please ask at reception. There are a total of eight patient co-ordinators whose duties include making appointments, arranging repeat prescriptions, filing and retrieval of medical records. Jo Andrews, Karen Davidge, Naomi Pickford and Helen Evans are our Practice Nurses and Karen Limb is a Healthcare Assistant who provides a valuable range of nursing services. The other members of staff provide administration support for the practice.

Attached Staff Work at the surgery continues into the community with the assistance of a District Nurse, Health Visitors, a Community Midwife, a School nurse, McMillan nurses and Community Psychiatric nurses. We also have the services of Counselling Psychologists.

Attendance at Surgeries An appointment system is run for all GP’s, Nurses and Attached Staff. Appointments can be made in person by telephone or using the on-line appointment booking facility.

Please let us know if you are unable to attend your appointment so that it may be offered to another patient.

Nurse Triage Service If you require Triage Services for “an on the day medical problem” calls will be taken at the following times: 8am to 10am and 12.30pm to 2.30pm.

Telephone System The practice has installed a modern telephone system to provide an improved service for patients. The benefits include immediate answering of telephone phone calls, queuing notification, recording of calls facility. **Please telephone after 10.30am for test results.**

Speaking to a GP or Nurse by Telephone The practice operates a policy of patients being able to speak to a doctor or nurse by telephone. However, this is usually implemented by a “call back” system by the doctor or nurse as soon as practically possible after a request by the patient.

SURGERY HOURS

The surgery is routinely open from **8.00am to 6.30pm** on Mondays to Fridays. In addition we offer **extended hours** to see a doctor or a nurse starting at 7.30am, and one Saturday morning a month by appointment only. Please note that the doctors work these additional hours on a rota.

Dr Strong

Mornings: Mon, Weds, Thurs, Fri: 8.30am - 11.30am
Afternoons: Mon, Weds, Thurs, Fri: 3.00pm - 6.00pm

Dr Togher

Mornings: Mon, Tues, Thurs, Fri: 8.30 am - 11.30am
Afternoons: Mon, Tues, Thurs, Fri: 3.00pm - 6.00pm

Dr Scott

Mornings: Tues, Wed, Thurs: 8.30am - 11.30am
Afternoons: Tues, Wed, Thurs: 3.00pm - 6.00pm

Dr Wall

Mornings: Wed, Thurs: 8.30am - 11.30am
Afternoons: Wed, Thurs: 3.00pm - 6.00pm

Dr Weir

Mornings: Mon, Tues, Thurs: 8.30am - 11.30am
Afternoons: Mon, Tues, Thurs: 3.00pm - 6.00pm

Dr Jadhav

Mornings: Fri: 8.30am - 11.30am
Afternoons: Fri: 3.00pm - 6.00pm

When a Doctor is on holiday or otherwise unavailable, one of the other Doctors will see you

Emergency Contraception The "morning after" pill is effective for up to three days after you have been at risk and is available through the doctors although the earlier a prescription is sought, the more effective it will be.

SERVICES AND CLINICS

Practice Nurses and Healthcare Assistant

Mon, Tue, Wed, Fri 8.00 am – 6.00 pm
Thu 8.00 am – 6.00pm

Phlebotomist

Mornings: Mon: 9.00am – 11.00am
Tues 9.00am – 11.00am
Weds: 8.20am – 11.30am
Thurs: 9.00am – 1.00pm
Fri: 8.20am – 11.30am

Immunisation and Baby Clinics

Dr Scott and Practice Nurse Tue: 9.00am - 11.30am

Asthma Clinic

Practice Nurse - by appointment only

COPD Clinic

Practice Nurse - by appointment only

Diabetic Clinic

Healthcare Assistant and Practice Nurse - by appointment only

Well Traveller Clinic

Practice Nurse, by appointment only (A fee may be payable for travel vaccinations).

Minor Surgery

Dr Strong and Dr Togher are approved to carry out minor surgery

Counselling Psychologist

A team of psychologists provide a counselling service by appointment, after referral from a doctor or practice nurse

Antenatal

A midwife is available to see patients, by appointment on: Tuesday 1.10pm - 4.30pm, Wednesday 9.20 am - 4.30 pm