

Longlevens Surgery

19b Church Road

Longlevens

Gloucester

GL2 0AJ

01452 522695

Fax 01452 387912



www.longlevens-surgery.nhs.uk

Welcome to LONGLEVENS SURGERY

**We have designed this booklet to provide you with
some useful information
about this surgery, the doctors and staff**



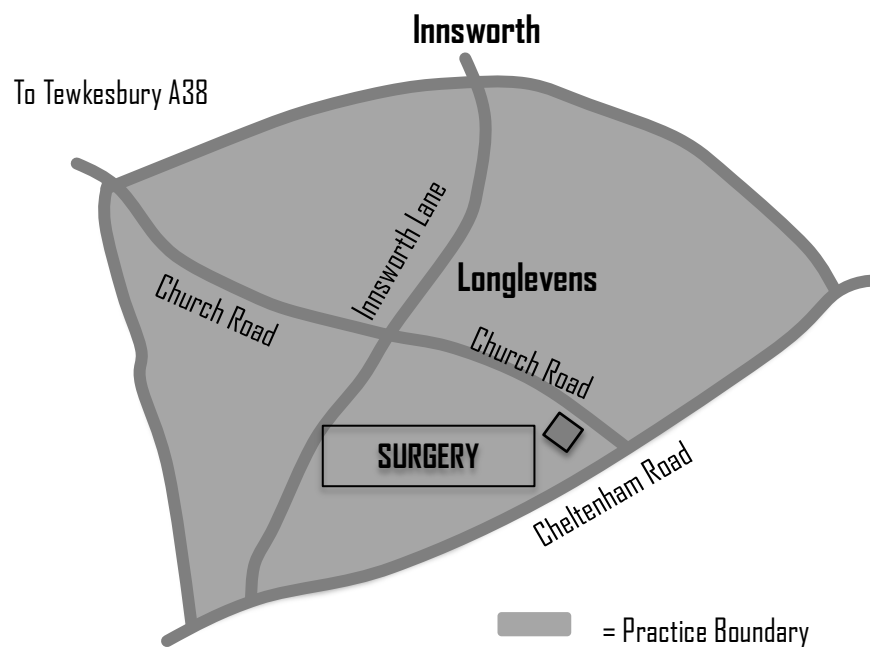
**Longlevens Surgery
19b Church Road
Longlevens
Gloucester
GL2 0AJ**

**Telephone 01452 522695 Appointments
Fax 01452 387912
Website www.longlevens-surgery.nhs.uk**

**For out of hours emergency Doctor
NHS 111
District Nurses
0300 421 6071**

Index

Practice Boundary



Please see revised boundary from April 2008

| | Page |
|--|-------|
| General information and how to access the Practice | 4 |
| How to make an appointment, and non urgent calls | 5 |
| Registering as a new patient | 6 |
| Repeat prescriptions | 6 |
| Services offered | 7 |
| Our practice team | 8 & 9 |
| Attached staff | 10 |
| Complaints process | 11 |
| Chaperone Policy | 12 |
| Helpful numbers | 13 |
| Practice boundary map | 14 |

General Information

Welcome to Longlevens –

Longlevens was once a village and still has a community spirit. We hope the surgery is part of that community and aim to provide a personal and friendly service. We moved to our new purpose-built premises in March 1991.

How to access the Surgery

The practice is open to patients Monday – Friday between the hours of:
8.30 am – 6.30 pm

Should you wish to view, amend or book an appointment by computer or order your repeat prescriptions in the comfort of your own home, please enquire at Reception as you will need to register for a PIN number and password.

We close on one afternoon per month for staff training – please see notice for dates.

Emergency Calls

'Out of hours' is the period of time between 6.30 pm and 8.00 am on weekdays and covers weekends, bank and public holidays. We would try to encourage our patients to wait until 8.30 am Monday to Friday when the Surgery opens; but if you need urgent medical treatment 'out of hours' that cannot wait until the GP Surgery re-opens you only need to ring one number

NHS 111

Gloucester Health Access Centre

Is open 7 days a week 8 am – 8 pm for Dr and nurse appointments. Although it is a walk in centre it is far preferable to ring before hand to book an appointment as you could face a delay in being seen and it may be that the nurse is not working on the time/day you turn up. Please telephone 01452 336290, Eastgate House, Eastgate Street.

Helpful Numbers

NHS Gloucestershire CCG
Sanger House
5220 Valiant Court
Gloucester Business Park
Brockworth
Gloucester
GL3 4FE
Telephone Tel: 0300 421 1950

Email: GLCCG.enquiries@nhs.net

Details of primary medical services available in the Gloucester area can be obtained directly from the PCT.

<http://www.gloucestershireccg.nhs.uk/>

Gloucestershire Hospitals NHS Trust
Telephone 0300 422 2222 or 01242 222222
www.gloshospitals.org.uk

Guide (Health, Social Care and Disability Information Service) & Pals
Community Patient Advice Liaison Service
Telephone 08000 151 548 or 01452 566698
Email: glccg.pals@nhs.net

Gloucestershire Partnership Trust
(Mental Health and Learning Disabilities Service) telephone 01452 891000

Finding a Dentist

Gloucestershire Dental Access Centre 0300 421 6440 or NHS 111

Chaperone Policy

Longlevens Surgery 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 dignity and 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, i.e. a member of staff.

Wherever possible we would ask you to make this request at the time of booking appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavor 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.

If you would like to see a copy of our chaperone policy or have any questions or comments regarding this please contact the practice manager.

How to access Information – 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 CCG has produced a publication scheme of all documents available to the public on its website at: www.gloucestershireccg.nhs.uk/

Making an appointment

All patients are seen by appointment.

Please telephone Gloucester 522695 during office hours shown above. If the matter is urgent, an appointment will be offered with one of the doctors on that day. If you find that you cannot keep your appointment, please let us know so that it can be offered to another patient. *For surgery times, please see separate timetable.*

Home Visits

If you need a home visit, please telephone 01452 522695 before 10.30 am. The doctors like to speak with the person requesting the visit in order to assess the degree of urgency. In most cases they will phone the patient back.

Non urgent Calls

The Doctors are always willing to speak to you on the telephone. Please arrange a suitable time with the receptionists. Telephone calls are normally dealt with after surgery has finished. Please ensure you give our staff the correct contact number so that we may phone you back.

Disabled Access

A car park for patient use is situated at the rear of the building; we also have two designated disabled bays at the front of the building.

There is also a ramp for wheelchairs at the main entrance. Should you require further assistance please make it known to our Reception team who will be only too pleased to help. A bell is located on the front door and also in the surgery accessible to all. A pull down shelf is also situated in the porch for those patients needing an accessible space for writing or to lean on. Please ask again.

Disabled access toilet(s) are also available with a call button should it be needed, one upstairs and one downstairs. We now have a lift for patient use to gain access to the 1st floor.

A wheelchair is also available in the surgery for patients to use whilst they are visiting us.

We also have a portable 'T' Loop system installed at the reception desk for those patients who use a hearing aid.

New Patients/Registering

Requests to register are generally done in person with the completion of a form, which our reception staff can help with. We now require identification for all new patients over the age of 18. This is in the form of photo ID and address confirmation. You will be registered with the practice and have a choice of which Doctor you see. We would however encourage patients to maintain continuity and return whenever possible to the same Doctor. Some of our Doctors are part-time and the wait may be longer to see them. All new patients over the age of five will be offered an appointment for a general health check with the Nurse or Health Care Assistant.

Change of Address and Telephone number

Please notify us immediately of any change of name, address or telephone number.

Repeat prescriptions

If you require a repeat prescription for medication taken on a regular basis, please either request this by post, our website www.longlevens-surgery.nhs.uk, you will need to register for a Pin number, please ask at Reception, or in person. These will be ready for collection after 48 hours. Stamped addressed envelopes are required if you wish to have your prescription posted to you. We do not accept telephone requests.

Expressing comments, concerns and suggestions

Comments, complaints and suggestions are a good way for us to learn about how to improve our service. If you want to make a complaint, comment or suggestion about our service please write to Mrs G Hawlins, Practice Manager. Your comments will be treated in confidence and will not put your care at risk.

If you are unsure whether you want to make a complaint but you would still like to resolve an issue, you can call the Community Patient Advice and Liaison Service (PALS). This service can help you with advice, information and support. Telephone 08000 151 548.

If you have any complaints regarding the Out of Hours service, please contact:

The Complaints Department
NHS Gloucestershire CCG
Sanger House
5220 Valiant Court
Gloucester Business Park
Brockworth
Gloucester
GL3 4FE
Telephone Tel: 0300 421 1950

Violence

Staff treating patients have a right to work free from any form of threats, fear, abuse or violence. GP Practices in Gloucestershire have agreed to 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 Gloucester to the Vaughan Centre to receive any further GP services in secure conditions for healthcare staff and will not receive home visits.

Attached Staff

Other Staff – *(not employed directly by the practice but who work as part of the team to provide your medical services)*

District Nurses

Provide general nursing care in the home and give advice and support to relatives who are caring for the elderly and those who are ill at home. They can be contacted on telephone number 0300 421 6071

Midwife

Provides care and advice during pregnancy and for a short while after the birth of your baby. The office number for the midwife is 01452 395128.

Health Visitor

Provides help and advice on all aspects of family health and welfare of children under school age. A wide range of advice to include feeding babies, toilet training etc. Also runs well baby clinic and other self help groups. She can be reached on telephone number 0300 421 8358

Mental Health Triage Nurse

Provides help and support to patients under the age of 65 with Mental Health problems.

Services Offered

Health Promotion Clinics

We encourage you to take advantage of the range of clinics we provide to help you achieve a healthy lifestyle. These include asthma, diabetes, weight reduction, smoking cessation, epilepsy, well person and heart disease monitoring and prevention and other chronic disease management.

Other Services

Patients over the age of 16 who have not been seen for some time – (3 years up to 75 years and over 12 months for the over 75's) **may be** asked to undertake further health reviews whilst visiting the surgery for consultations.

Family Planning

The practice offers a full range of contraceptive services including coil fitting with our two female partners; Dr Kindler and Dr Makanjuola. Patients requesting emergency contraception will be seen on the same day.

Minor Surgery

Some minor operations can be done by the doctor in the surgery. Please make an appointment in the normal way for an assessment of the problem.

Antenatal

Run in conjunction with our Midwife, who provides care and advice to mothers before, during and after delivery. A student midwife may be in attendance also. *For times of clinics see separate sheet.*

Child Health Surveillance

The health visiting team for this area is located at Stokes Hay, Churchdown. They can be contacted on 0300 421 8358. They can give advice on all child development and health care for families, babies and small children.

Training

The practice is involved in teaching nursing students, medical students and GP Registrars, and on occasion's school students on work experience. Patients may be approached for consent for these students to sit in on consultations, and are free to decline if this is felt inappropriate.

Our Practice Team

Doctors

Dr Richard H Webster (male) (full time)
MB BChir Cambridge 1988 MRCP
GMC 3283424

Dr Christabel A O Makanjuola (female) (3/4 time)
MBChB Bristol 1998 MRCP
GMC 4505987

Dr Simon A J Handley (male) (full time)
MBChB Bristol 1998 MRCP
GMC 4505695

Dr Kate Kindler (female) (1/2 time)
MBBCH Cardiff 2006 DRCOG, DFRSH, MRCP
GMC 6144190

Dr Kate Wittering (female) (3/4 time)
MA Oxon MA , MBChb, MRCP, DFRSH

Nursing Team

| | | |
|-----------------|---|---------------------------------------|
| Sarah Sidwell | - | Practice Nurse |
| Carol Hicks | - | Practice Nurse |
| Rachael Baldwin | - | Health Care Assistant Phlebotomist |
| Kath Cheape | - | Phlebotomist |

Details of attached staff are under the Community Health Team Section.

Administrative Staff

Practice Manager

Mrs Gill Hawlins is responsible for the efficient administration and organization of the Practice. The aim is to provide friendly, personal health care for you and your family.

Receptionists

We have a team of Reception staff, led by Mrs Tracey Saunders, who will generally be your first point of contact with the Practice. They will make you feel welcome and do their best to arrange appointments and advice on our services and clinics.

Patients may be asked to use our automated touch screen arrivals system but it is not compulsory and the receptionists are still able to book you in for your appointment if you so wish.

Practice Nurses & Health Care Assistants

Our Practice Nursing team consists of Sarah Sidwell, Carol Hicks Practice Nurses; they are available by appointment for chronic disease clinics, for example diabetes, coronary heart disease and hypertension, dressings, removal of stitches, injections, blood pressure checks, blood tests, ear syringing and other Nursing duties. They can also give travel and family planning advice and vaccinations. Health Care Assistant offers blood tests, blood pressure checks, Warfarin point of contact testing, NHS Health Checks, simple dressings etc.

Secretary

Our Medical Secretary Jacqui Longley deals with the referrals to hospital and assists Doctors and the Practice Manager with daily administrative duties.

Data Processor

We have a small team of staff who deal with general computer administrative duties such as sending out our annual flu invitations and annual review reminders, clinical coding of hospital letters, new registrations to name but a few things they are actively involved in.