

### Services not available on the NHS

The NHS pays the Practice to provide General Medical Services. There are a number of activities that doctors undertake that are not funded and have to be paid for by the patients. They include:

- Private Certificates for your employer
- Fitness to drive examinations
- LGV & PSV licence medicals
- Fitness to travel examinations
- Holiday cancellation documents
- Private medical insurance claim forms

### Violent or Abusive Patients

In line with all other NHS organisations, the Practice has a zero tolerance policy toward violent and abusive patients. Anyone who behaves in this way will be removed from the Practice list immediately. Patients who threaten or offer violence will also be reported to the Police.

### Complaints and Suggestions

If you have a complaint about the service you have received from the Practice please write to the Practice Manager. Likewise if you have any suggestions as to how we might improve the services we offer, please let us know. We also have a complaints leaflet available.

### Out of Area Patients

If you live outside of the practice area, you will be asked to leave the Practice and register with a GP practice nearer your home address. Details of GP surgeries are available from NHS Choices website. [www.nhs.uk/pages/home.aspx](http://www.nhs.uk/pages/home.aspx)

### EMERGENCIES

**If you have a medical emergency then you should contact:**

**NHS Direct:** If you are feeling unwell and need a telephone health assessment, please call Direct free of charge from any phone by dialling "111".

**THE URGENT CARE CENTRE:** at Great Western Hospital is open 24 hours a day for nurse led advice and treatment of minor conditions.

**SWINDON WALK-IN CENTRE:** In the Swindon Health Centre, 1Islington Street, Swindon SN1 2DQ is open from 7.00am to 6.00pm Monday to Friday and 7.00am to 5.00pm at the weekends

[www.abbeymeadsdoctors.co.uk](http://www.abbeymeadsdoctors.co.uk)

#### Abbey Meads Medical Practice

Abbey Meads Village Centre, Swindon SN25 4YZ  
Telephone 01793 706 030 Fax 01793 707 630

#### Penhill Surgery

257 Penhill Drive, Swindon SN2 5HN  
Telephone 01793 723 130 Fax 01793 723 163  
Opening times Mon, Tues & Thurs 08:30-16:30  
Weds 08:30-12:30 Fri: Closed

#### Crossroads Surgery

478 Cricklade Road, Swindon SN2 7BG  
Telephone 01793 725 113 Fax 01793 701 205  
Opening Times Mon, Weds, Thurs & Fri 08:30-17:30  
Tues 08:30-12:30

*Abbey Meads*  
Medical Group

## Practice Leaflet

### Information for Patients

### PARTNERS

Dr K Irwin

### SALARIED GP's

Dr T Kuram  
Dr T Plimmer

### Practice Manager

Robin Somers

### Please take a copy

Version 3  
(Revised June 2018)

**Abbey Meads Medical Group is committed to providing the highest standards of health care for our patients. We want to share with our patients the responsibility for promoting a healthy lifestyle and continuing good health**

**IT IS OUR AIM TO:**

- Promote full and appropriate use of the Primary Health Care Team in pursuit of better patient care.
- Develop the range of services and the degree of patient choice available within the Primary Care Setting.
- Promote informed patient choice through health education
- Help our patients to have a better understanding of their illnesses through disease management clinics

**HELP US TO HELP YOU**

To help run an efficient responsive service, we ask that patients:

- Do not ask for a house call unless too ill to leave home.
- Let us know as soon as possible if a change or cancellation of appointment is required.
- Please try to be polite to our staff. Their job is to help you, which may include asking about the problems and conditions in order to offer appropriate services.
- Notify us promptly of change in name, address or telephone number.
- Remember that an appointment is for one patient only. We cannot deal with any more than one patient per appointment.

**HOW TO REGISTER AS A PATIENT**

We are delighted to register patients living within the Practice boundary.

If you are new to the area and are requiring registering with one of our GP's please ask at our Reception.

**HOW TO MAKE AN APPOINTMENT**

All surgeries are by appointment, and can be made in person or by telephone. We use a scheme called Advanced Access where we are able to offer same day Dr's appointments-therefore there is no need to book your appointments in advance.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

**HOME VISITS**

If you are too ill to attend the surgery, please ring the surgery before 10.15am.

In order to prioritise calls, the receptions will ask for details of the problem. Non-acute problems may result in the house call being arranged for another day.

**RESULTS**

If you have had any kind of test and have been asked by your doctor to telephone for the result please remember that blood and urine tests results take approximately one week to reach the surgery. Cervical smear results can take up to 6 weeks to reach the surgery.

For reasons of confidentiality results cannot be given to anyone other than the patient or in the care of a child, the parent.

**REPEAT PRESCRIPTIONS**

Please use the right half of your prescription to request medication. Tick the items need and then either bring the slip to the surgery. We need at least 3 working days.

A new and convenient way to order your repeat prescription, contact the Prescription Ordering Direct (POD) on 01793 683755

**We do not accept repeat prescription requests received by telephone.**

**DNA POLICY**

If you persistently do not attend appointments you will be removed from our list

**CHAPERONES**

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

**DISABLED ACCESS**

Automatic Front Door Access suitable for wheelchairs. Disabled toilets in the waiting room.

**DATA PROTECTION**

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

**OTHER LEAFLETS**

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients.

**ONLINE ACCESS**

If you would like to be able to electronically book appointments, request prescriptions, please ask reception for an online form to complete