

### **Patient participation group**

The surgery has a patient feedback group - details can be obtained from reception - new members are always welcome. Online and in person meetings held throughout the year.

### **Chipping Campden Surgery Friends charitable trust**

**(Campden Surgery Friends)** Donations and Covenants can be made direct to Chipping Campden Surgery Friends Charitable Trust, **Registered Charity Number 1090242**. Campden Surgery is generously supported by the Friends who provide practical help, equipment and fundraising. The Chairman is Jeff Price who can be contacted via the Surgery reception.

**TRANSPORT TO THE SURGERY**—If you have difficulty getting to the Surgery, a car service is available, run by Campden Voluntary Help Group. Please ring the Surgery **in advance of** your appointment if you need help with transport. The drivers will need to have basic information including your name and address and the date and time of your appointment and you will need to consent to this if you wish to use the service.

**Carers** - if you are a carer or have a carer, please inform the surgery as we have useful information available regarding local facilities and we will make a note on your records so that you are offered any available services.

**Campden Home Nursing Trust** —A Charity for nursing terminally ill patients at home operates within a **seven mile** radius of Chipping Campden. A leaflet is available at Reception.

**CAMPDEN SURGERY EQUIPMENT FUND**—Donations can be made direct to the Surgery or to Campden Surgery Friends (see details above).



## **CHIPPING CAMPDEN SURGERY**

Back Ends, Chipping Campden, Glos, GL55 6AU

Tel: 01386 841894 (all calls)

Website: [www.chippingcampdensurgery.co.uk](http://www.chippingcampdensurgery.co.uk)

Dr. Rebecca Zamir

Dr Manual Villarreal-Reales

Dr Nicola Hodgkins

*"To improve the health of the local community"*

Surgery Opening hours WEEKDAYS

8.30 am—1.30 pm 2 pm to 6.00 pm

Evening Surgery - varies each week

6 30pm - 8pm

The Practice will be closed one afternoon every other month for training. Dates will be notified on the Surgery Notice Board and website.

Access—The Surgery is specially designed for wheelchair users and those with a disability including an automated front door.

**Suggestions/Complaints**—A system is set up for feedback —a leaflet is available at reception.

**Data Information** - The surgery is registered under the Data Protection Act. Information collected from patients, including past records from previous practices, is used subject to the Data Protection Act - leaflets with more information and how to access your medical records are available in reception and on the practice notice board. Requests relating to the Freedom of Information Publication Scheme should be made to the Practice Manager, who holds a copy of the scheme. Please see the surgery website for the privacy notice under GDPR rules.

The practice is a training practice overseeing doctors in training and is also involved with training medical students from the Universities of Bristol and Warwick .

**New patients** are invited to speak to a clinician for a new patient check. Please also complete a health questionnaire when registering with the practice and inform us if you are or have a carer or are a military veteran. We ask for evidence of ID and proof of address in our practice area from all new and temporary patients to confirm identity and that patient is resident in our practice boundary.

## **PRACTICE STAFF**

Practice Manager	Amanda Goode
Assistant Practice Manager	Teresa Newman
Advanced Nurse Practitioners	Corinne Beirne Stella Clarkson
Practice Nurse	Tracey Linney Angela Volpe Karen Gibson
Health care Assistant	Kate Conway
Phlebotomist	Carol Gent
Clinical Pharmacists	Kevin Gilbert
Senior Dispenser	Dawn Bradley
Dispenser	Cath Clark Laura Richardson
Secretaries	Wendy Clarke Faye Edson
IT Admin/Summariser	Julie Jones
Accounts manager	Sue Donaldson
Receptionists	Gail Bonner (lead) Karen Elliott Jenny Davis Anita Humphris Jan Axon Carly Clarke
Clinical pharmacist	Kevin Gilbert
Frailty matron	Diana Kane
First Contact physio	Steven Clarke
Mental health practitioner	Louise Neville

**Dispensary** – for those patients who qualify for dispensary services, the practice dispensary is open from 9am - 1 30 and 2 - 5 30pm for collection and 11am - 12pm and 2 - 3pm for telephone requests, weekdays. To obtain urgent medications out of surgery hours, please visit a pharmacy for an emergency supply or ring the Out of Hours GP: telephone number 01386 841894.

**APPOINTMENTS**— All of our receptionists are trained in care navigation, to enable the patient to be directed to the most appropriate service/health practitioner for their clinical needs. Telephone and face to face appointments are available to book for routine appointments. Telephone triage is available for urgent appointments, where GP's or Advanced Nurse Practitioners speak to patients via telephone for the initial consultation and offer face to face consult where appropriate.

An interpreting and british sign language service is available and can be booked via the receptionist. An online facility is available to book appointments via our website - see reception for information on how to register or use the NHS app.

**MISSED APPOINTMENTS**—Appointment time is precious. If you do not intend keeping an appointment, we would ask you to let us know as soon as possible. This is a common courtesy and also enables another patient to use the time. Thank you to all our patients who do keep their appointments.

**URGENT MEDICAL PROBLEMS**—Will be dealt with on the same day—the doctor/nurse practitioner may speak to you on the telephone first.

**The surgery appointment times are from 8.30 am —12.45 pm, 2.00 pm — 5 pm weekdays and an evening rota with the other North Cotswold surgeries from 6 30pm - 8pm.**

**The surgery is closed on Saturdays and Sundays other than for pre-arranged appointments.**

**OUT OF HOURS**— please telephone NHS 111

**HOME VISITS**—If a visit is required, please try and phone early in the day. The doctor will telephone to discuss before visiting. Home visits are available for the housebound or those with conditions that make it unreasonably difficult to attend the Surgery.

**TELEPHONE**— the receptionists are often very busy with calls and dealing with patients in the surgery - if you are able to contact us via the website, this helps with telephone queues. There is a call back facility on the telephone for patients to use to save waiting in a queue.

**RESULTS**—In order to avoid blocking the line at busy times, we would ask you to ring for test results after 2pm on 841894.

## **Clinics**

**Ante-Natal:** Midwife arranged by appointment

**Childhood immunisations** — are by appointment with our Practice Nurses.

**Contraception implants and coils** are arranged by appointment with GP's specialising in this.

**Minor Surgery** - are arranged by appointment with GP's specialising in this.

**Appointments are made with our Practice Nurses for the following:**

Diabetes, Asthma/COPD Problems, Chronic disease monitoring, Blood Pressure, Family Planning, Dietary Advice, Health Promotion/Lifestyle Advice, NHS health checks, vaccination programmes, Smoking Cessation and weight management.

**Specialist Clinical Services at the Surgery:** Mental Health practitioner, Social Prescriber, Frailty Nurse, Clinical Pharmacist, First Contact Physiotherapist.

**TRAVEL CLINIC** - The NHS range of routine and travel immunisations are offered, in addition to important travel advice. Please contact [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) (details available from reception) to find out your requirements and book an appointment with the Practice Nurses two months before departure. We do not offer private vaccinations.

**REPEAT PRESCRIPTIONS** - Patients on regular long-term medication will be given a repeat prescription slip for re-ordering medicines. Prescriptions are made up and ready to collect **after 72 hours** of a repeat prescription request. **Dispensary phone lines are open from 11am-12pm and 2pm-3pm weekdays. To help dispensers workload, wherever possible, please try not to ring the surgery for repeat prescription requests. Please post or hand your slip in to the surgery or use the website/online service to request repeat medication.** Registration for on-line services is available from reception or dispensary or via the NHS app. Please bring photo ID to access this service.

**UNUSED DRUGS**—can be returned to the Surgery.

**HOSPITAL SERVICES** - The Doctors refer to a wide range of hospital consultants based mainly at Gloucestershire, Warwickshire and Worcestershire, The choose and book password system also allows patients to make their own out-patient appointment at an NHS location of their choice. General Out-patient Clinics, Physiotherapy, Chiropody and X-ray facilities as well as Day Hospital Services are available at Moreton-in-Marsh, Shipston-on-Stour, Evesham and

Stratford Hospitals.

**Minor injuries service** - the nearest is based in Moreton in marsh and patients are advised to contact NHS 111 for an appointment time and to be signposted to the most appropriate service.

**Local pharmacies** - Pharmacy first services are available for certain conditions.

Reviewed 2024



**Armed Forces veteran  
friendly accredited  
GP practice**