

Make Sure You Choose the Right NHS Service



NHS 111

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you may need to go to A&E or need another NHS urgent care service.
- You need health information or reassurance about what to do next. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobiles – dial 111.

GP

Visit your GP when:

- Illnesses aren't responding to self-care or advice from your pharmacists.
- When you're suffering from a persistent illness.
- When you have a 'flare up' of a long standing illness.
- When you're in need of any vaccinations.

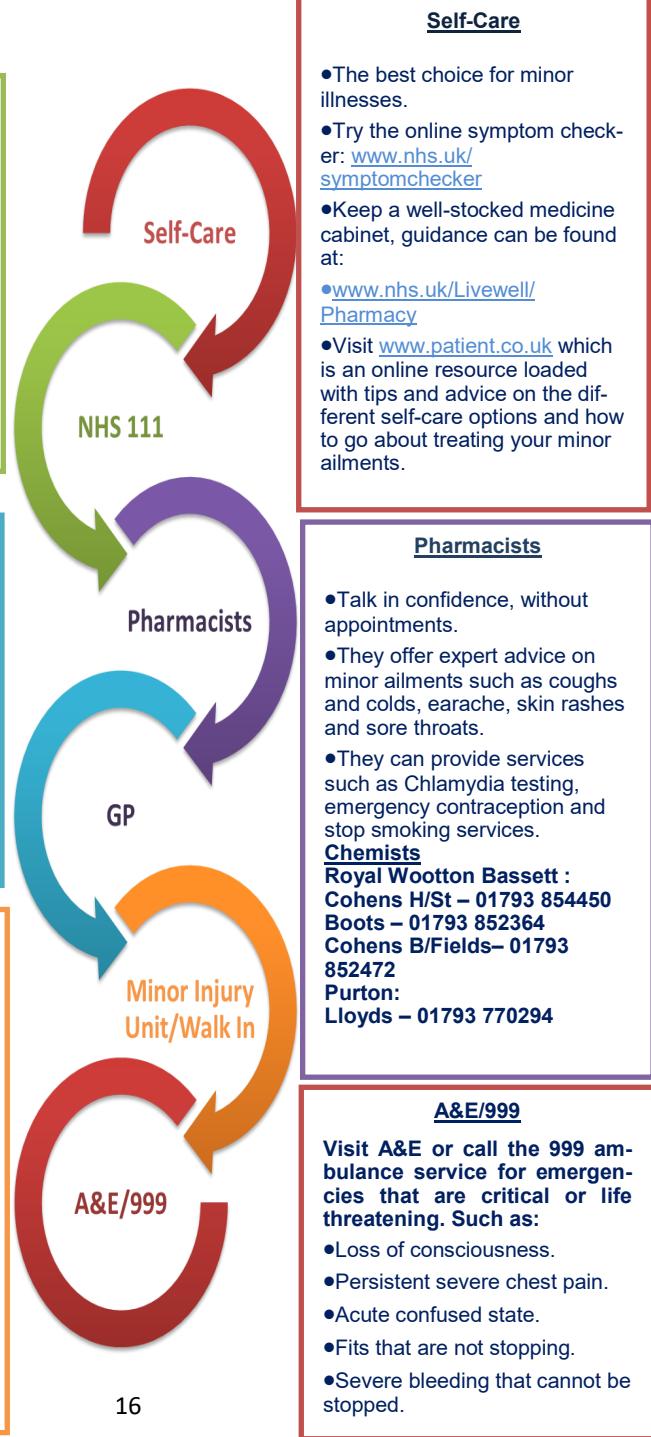
Minor Injury Unit/Walk In

- No appointments needed.
- Can treat a variety of injuries such as sprains, strains, minor cuts and fractures.

Swindon Walk-in, 1st Floor, Islington St, Swindon SN1 2DQ Tel: 01793 607870

Minor Injuries Unit, Chippenham Tel: 01249 456403

NOTE: Minor injury units cannot treat problems such as chest pains, breathing difficulties, pregnancy problems and allergic reactions.



New Court Surgery

A Guide To Our Services



**Dr John Bailes, Dr Ravi Gonsalves, Dr David Marshall,
Dr Jo Maddison, Dr Andrea Mather, Dr Katie Bailes**

Practice Manager: Jo Osborn

www.newcourt-wilts.nhs.uk

Our Team

Partners:

Dr Mary Valentine MB ChB, MRCP, MRCGP, DA UK 1980
Dr John Bailes MB, ChB, MRCGP, 2004
Dr Ravi Gonsalves MBBS, MRCGP, 1999
Dr David Marshall MBBS

Doctors:

Dr Jo Maddison MBBS, DFRSH

Dr Natalie Hartley

Practice Manager:

Jo Osborn

Assistant Practice Manager:

Tracey Bridgman

Practice Nurses:

Sister Jackie Wallace

Sister Gaye Blackmore

Sister Pam Mack

Sister Nosizwe Nicholls

Sister Charlie Bartle

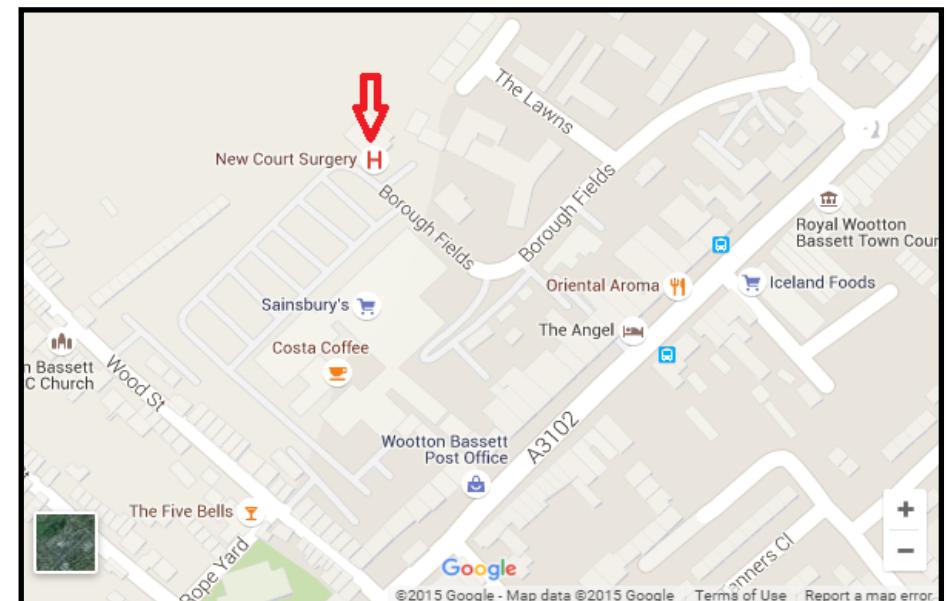
Health Care Assistants:

Jo Harrison (Care Coordinator)

Sophie Bullock

Contacting us;

New Court Surgery, Borough Fields, Royal Wootton Bassett, Swindon, Wiltshire, SN4 7AX
Tel 01793 852302
Fax 01793 851119



Bar code scanner



Why not visit
Newcourt Surgery
facebook page.

facebook

FONCS - Friends Of New Court Surgery

Our surgery has a patient participation group, which is called FONCS, (Friends of New Court Surgery). FONCS is a registered charity (No: 062273).

FONCS members are patients and staff of the practice who work to:

- give a voice to the patients of the surgery in the running of the practice.
- help patients of New Court Surgery by providing (or assisting in the provision of) equipment and facilities not normally provided, and to improve the general facilities of the practice to make it a better place for our patients to visit. For example, in recent years they have paid for our 24-hour BP monitor, 24-hour ECG monitor, nebulisers, adjustable couches and paid for our podiatrist and counselling services.
- help with patient education and information (they provide booklets for specific conditions and education evenings two or three times a year).

FONCS are always looking for help and ideas – if you are interested in helping the group with your time please contact the Practice Manager (Jo Osborn) via the surgery.

FONCS also run a lottery club – application forms are in the waiting room, it costs £12 for the year, the draw is drawn monthly and the top prize is £100.

Welcome

New Court Surgery serves the whole of Royal Wootton Bassett as well as some of its surrounding villages (excluding Lyneham).

Our team consists of six GPs, six senior nurses, two health care assistants as well as our practice manager, admin and reception staff.

We offer a wide range of specialist clinics for the management of chronic diseases such as, diabetes and asthma and a variety of other medical services including; antenatal and postnatal care, minor surgery, childhood vaccinations and new patient check ups.

At New Court Surgery, we aim to treat all our patients promptly, courteously and in complete confidence.

New Court Surgery is a training practice, this means hospital doctors wanting to enter general practice spend six/twelve months with us in order to gain the experience they need to become family doctors.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

Registration

New patients are required to collect a registration pack available from reception, this must be returned to the surgery before 1pm Monday to Friday. In most cases your medical records should arrive in the surgery within 4-6 weeks.

When registering children please bring in your “Red Book” in order for us to obtain their immunisations status.

Temporary Residents

If you have someone staying with you who urgently needs to see a Doctor, they can be seen as a Temporary Resident. (except if the patients permanent address is within the Wiltshire area they will be asked to contact their own Surgery to be seen)

Appointments

For appointments please ring our reception team on 01793 852302.

Register for our online facility which enables you to book Doctor appointments and order medication.

It helps us to allocate appointments if you can say if it is urgent for the same day or not.

If you require an urgent appointment, we have a limited amount of appointments with the Doctors on the day that we can offer. Or we will offer you an appointment with the Minor Illness Nurse. For these urgent appointments receptionists will need to ask for a brief of the problem so they can offer you an appropriate appointment

Appointments can be booked up to six weeks in advance

Our Practice Nurses can also treat patients for a wide range of common conditions and minor illnesses.

Home Visits

If you are unable to come to the surgery and need a home visit please call reception on 01793 852302 before 12.00pm if possible. Please remember the Doctors can see many more patients in the time available if they can keep the travelling time for visits to a minimum.

Zero Tolerance Statement

As a Practice we are very aware that visiting your GP can, at times, be stressful and concerning for patients. Delays in obtaining appointments and delays in surgery times, due to unforeseen emergency appointments, can also add to these concerns.

We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect.

In line with the rest of the NHS and to ensure this is fully observed we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive or violent behaviour towards our staff will not be tolerated under any circumstances.

Any patient who verbally abuses a member of practice staff will be sent a letter from the Practice Manager confirming that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. The Police will be called in all cases of violence

The Practice feels sure you will understand that proper behaviour is absolutely necessary for our staff and patients and that non observance will not be accepted.

Disabled Visitors

All areas of our practice are accessible by wheelchair. We now have three ‘push button’ doors leading straight through to the waiting room. The surgery has a wheelchair for patient use whilst at the surgery. Our staff are always happy to help.

Children and Babies

Pushchairs can be left in the front lobby. However, the surgery takes no responsibility for property left in the surgery. There are baby changing facilities in the patients cloakroom. Children visiting the surgery are welcome to play with the toys/books provided but parents are asked to supervise them at all times and return the toys to the appropriate areas before leaving the surgery.

Complaints Procedure

Things occasionally go wrong. When they do we need to know, to ensure we put the situation right. We operate a patients complaint procedure as part of the NHS regulations and our system meets the national criteria. A copy of our practice complaints procedure is available from reception.

If you have a complaint please write to Jo Osborn, our Practice Manager.

Friends and Family Test (F&F Test)

The NHS F&F Test consists of asking our patients the following question “How likely are you to recommend our service to friends and family if they needed similar care or treatment?”.

Your answers are voluntary and your feedback will help us in identifying opportunities to make improvements to our services.

You can provide your answers electronically via a form on our website, fill out a paper form at reception or use our iPad in the waiting room.

Prescriptions

New Court Surgery does not have an on-site pharmacy.

To request further repeat medication please telephone Prescription Ordering Direct (POD) **0300 123 6242**.

POD Opening hours: 9am—5pm, Monday to Friday

You will speak to a dedicated person who has time to answer any of your repeat prescription queries.

Patients can also request to have their prescriptions collected from any English Pharmacy via the Electronic Prescription Service.

To order your medication online you will need to register for patient services, the form can be collected from reception, proof of ID is required when returning the form. A printed code and instructions will then be given to you to activate your account.

Your prescription will be ready within two working days, (excluding weekends and public holidays)

Extended Hours

As a service to patients who find it difficult to attend appointments during the day, we offer a limited number of prebookable appointments outside normal hours. These are on Tuesday, Wednesday and Thursday mornings and Wednesday evening.

Please note that these are for routine pre-booked appointments only. Our telephones are switched to the out of hours at 6.30 pm every evening.

Carers

If you are a carer and wish to be included in our carers register, please inform our carers lead, Sophie Leighfield, who will provide you with the carers pack to complete and return to surgery.

Reception team.

The reception team are here to help you with enquiries and to make appropriate appointments. If you are not satisfied with the help or guidance they give, or if you have any comments to make on the care that we provide, please feel free to talk or write to the Practice Manager or one of the Doctors.

Practice Nurses

The nurses are available at various times of the day, including lunch time. They can help with; ear syringing, general nursing, advice, cervical smears, blood pressure checks, vaccinations, minor injuries, asthma, diabetic clinics, dietary advice and dressing/stitch removal. We are also a 'No Worries' practice. Young people can drop in without prior appointment to see a nurse in complete confidence.

Reception opening times.

Doctor and nurse clinics vary during these opening times

MON	TUE	WED	THU	FRI
8:00AM	7:30AM	7:30AM	7:30AM	8:00AM
6:30PM	6:30PM	8:00PM	6:30PM	6:30PM

throughout the week.

Results

Please ring after 1pm. You do not always need an appointment to obtain your results. The receptionist will advise you when giving you your results if a Drs appointment is required. Due to Patient Confidentiality the patient themselves need to ring for their results. (unless under the age of 16)

Patient's Responsibilities

- If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 12 pm if it is possible.
- An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

Patients charter

- To be offered a health check on joining a doctor's list for the first time.
- To have appropriate drugs and medicine prescribed.
- To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- To choose whether to take part in research or medical student training.
- To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- To receive a full and prompt reply to any complaints they make about the care they receive at the Practice.

Philosophy

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Out of hours emergency.

If you have an emergency during the hours of 6.30 pm and 8 am **please call 111** for the out of hours service. Please do not call out of hours for routine matters. Unless you are too ill to travel you may be asked to visit a clinic in Wiltshire.

NHS Choices website has a wealth of information on all aspects of health and well being - www.nhs.uk

Care-Data

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected. If you would like to opt out of this scheme you will need to complete an opt out form available from reception or from our website.

Clinics

We run a range of clinics which can be booked with Reception. The child health and immunisation appointments are usually held on a Thursday morning with our Practice Nurse. All babies are invited for regular check-ups from eight weeks old. You will be sent a letter for babies first check and immunisations. We also hold various Minor surgery clinics throughout the month.

Core Services

- ◆ General management of medical conditions.
- ◆ Health promotion advice.
- ◆ Emergency care if appropriate.
- ◆ Referral for other services.
- ◆ Urgently required care for temporary residents.

Additional Services

- ◆ Cervical screening.
- ◆ Contraceptive.
- ◆ Travel vaccinations and immunizations.
- ◆ Child Health Surveillance.
- ◆ Maternity services.

If you become pregnant, you will be given a 'booking appointment' in which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

Practice Charter

- You will be treated with courtesy and respect by all Practice personnel.
- An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- Requests for repeat prescriptions will be dealt with within two working days. This can be by calling the POD service (0300 123 6242) or via our Patient Services website.
- All comments and suggestions about the service are welcome. Please use the iPad provided in the waiting area or the Friends & Family questionnaire.
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- We wish to make Newcourt Surgery as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.