

Glastonbury Surgery

Practice Leaflet

www.glastonburysurgery.co.uk

Our Partners:

Dr Alastair Corfield

MA (Cantab), MCCChir (Cantab), MRCGP

Dr Ian Craig

MBBS, MRCGP

Dr Jane Hazlewood

BSc, MBBS, MRCGP, DRCOG, DFFP

Dr Richard Hughes (Chair)

BSc, MB, BS (London), DCH, MRCGP

Dr Freya Jenkinson

BSc, MBChB, MRCGP

Dr Amanda McCann

MBChB, MRCGP

Dr Karen Sylvester

MBBS, DRCOG, DFFP, MRCGP

Glastonbury Surgery

Feversham Lane, Glastonbury

BA6 9LP

Telephone: 01458 833666

SURGERY OPENING HOURS: Monday to Friday 8:00am – 18:30pm

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Our Team:

The Glastonbury Surgery pride ourselves in providing an effective approach to caring for our patients' health and wellbeing.

In addition to our GP Partners, we have the following clinical team working hard to provide the very best possible care for all our patients:

Other GPs:

Dr Sophie Aldridge BA, MA (Oxon), MBBS, DRCOG, MRCGP

Dr Rebecca Hall MBChB, MA (Cantab) MRCGP, DTM&H, DFFP, DRCOG, MSc

Dr Urvi Tank MBChB, BRCP, Dip IBLM/BSLM

Nurse Practitioners:

Ms Jenny Brown RN1, BSc (Hons)

Mrs Valerie Lee Dip H.E. (Nursing), Dip Diabetes, Dip Cardiovascular Disease, BSc

Mr Chris Pilling Dip H.E Adult Nursing 2005, BSc. Emergency Care 2009.

Miss Jo Taylor Advanced Diploma in Adult Nursing (Southampton University 2001), BSc (hons)

Practice Nurses:

Mrs Hannah Carter Dip HE in Adult nursing, University of the West of England 2004

Mrs Alison Girt RGN, Dip Asthma, Dip COPD, Dip Spirometry.

Ms Emma Morgan BSc Hons Nursing Practice

Mrs Alison Parkman RGN Dip Asthma, Dip FPC, ENB Family Planning Cert.

Health Care Assistants:

Mrs Helen Miles

Mrs Susan Smith

Mrs Bev Vincent

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Training Practice

Glastonbury Surgery is a training practice for post-graduate doctors who have worked in hospitals and are gaining experience of General Practice. While with us, these post-graduate doctors are called GP Registrars. If you are offered an appointment with a GP Registrar, you will receive the same level of care and attention as you would with any of our doctors. On occasion you may be asked for consent for the GP Registrar to video the consultation as part of their training assessment. This video will only ever be viewed by the GP Registrar and their trainer during an assessment before it is permanently deleted.

Prescription Requests

You can request your repeat medications via your online Patient Access account, the NHS app or you can fill out a request slip that comes with your medication order from the pharmacy or write down your request on a piece of paper to go in our post box outside reception. Local pharmacies can also manage your requests; please contact them directly to discuss the details of their processes for this. Please allow your nominated pharmacy at least 5 working days to prepare your prescription order.

Patient Feedback

We welcome your feedback. On our website (www.glastonburysurgery.co.uk) you can find a Friends and Family Test (FFT) response. This allows you to comment on whether you would recommend our services to your friends and family members. We will gratefully receive your suggestions or complaints about our services. These can then be used constructively to help shape the services offered at Glastonbury Surgery and ensure the health resources in our area match the needs of our population. If you would like to raise a complaint with us, you may do this by handing in a letter to reception addressed to the Practice Manager. This is confidential and will be passed onto the manager directly.

Patient Rights and Responsibilities

We aim to always treat our patients courteously and expect our patients to treat our staff in a similarly respectful way. It is your responsibility to keep your appointments, inform us of your past illnesses, medication, hospital admissions and any other relevant details. The NHS operate a zero-tolerance policy with regards to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

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Booking An Appointment

Appointments can be booked by phoning reception on 01458 833666 during opening hours (Monday to Friday 8am-6:30pm), or in person at the reception desk or online via the NHS app. Please let us know if you can't attend your appointment by phoning reception so we can offer it to our other patients.

Appointment Types:

- **Same Day** – To be booked on the day you call.
- **Routine** – Booked in advance for non-urgent medical concerns.
- **Telephone** – For concerns that don't require you to be seen in-person.
- **Home Visits** – Please call before 11am on the day to arrange a home visit. They are for housebound patients who are unable to attend the surgery.

Depending on the nature of your health concern we may offer to refer you to another service, such as a Pharmacy or Opticians that would be better suited to help you.

Online Consultations

You can now use our online consultation process for all non-urgent medical problems or queries. You can access this via the NHS App, Patient Access App under the 'online consult' section, or by accessing our website www.glastonburysurgery.co.uk. We aim to respond to online consults within 48 hours (during working days only).

Access for Disabled Patients

There is good access for the disabled to all of our consultation rooms. Designated parking bays are adjacent to the surgery entrance and the surgery has a ramp and wide doors to allow for wheelchair access.

Patient Participation Group

Glastonbury Surgery has a Patient Participation Group that meets quarterly. The aim of this group is to encourage patients to actively participate in discussions about our new and existing services. We welcome suggestions for topics to be discussed and views from all patients registered with the Surgery. If you would like a topic discussed or an issue to be raised at these meetings, please contact the group email:

PPG@Glastonburysurgery.nhs.uk. **Please note that this group is not intended for the discussion of specific personal complaints.**

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Patient Data, Privacy and Security

Patients can see their own records online using the Patient Access System or the NHS app. Any request made to us for a copy of a patient's medical record will be dealt with in accordance with the Data Protection Act 2018 (DPA 2018). No information will be released without the patients written consent unless we are legally obliged to do so.

Within the NHS, your medical record is only available to those involved in your direct care and is only used for your medical care. We may need to share your information to provide further medical care e.g., with hospital services, to help you with other services e.g., from the social work department (only with your consent), and when we have a duty of care to others e.g., in child protection cases.

Out of hours

If you need urgent medical advice between the hours of 6.30pm – 8am weekdays, during weekends or on Bank Holidays – please telephone 111. NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

For children under 5 call 111, for people aged 5 and over go to 111.nhs.uk.

You can also visit a minor injuries unit at a local hospital, such as West Mendip Hospital, who are open 7 days a week between 8am-8:30pm. Minor injuries departments deal with minor injuries that don't necessarily need to be dealt with by your GP.

Services provided at Glastonbury Surgery

Our doctors offer a variety of services, such as on the day and routine face-to-face or telephone appointments, home visits for our housebound patients along with other clinics that they run such as our coil fitting clinics and Minor Surgery clinics.

Our highly qualified Advanced Nurse Practitioners offer on-the-day face-to-face and telephone appointments. They can diagnose and treat acute medical problems. This makes access to acute medical care much easier, and they are a strong component of our on-the-day team.

Our Practice Nurse and Health Care Assistant team offer a variety of services including a Respiratory Clinic, Diabetic Clinic, Cardiovascular Disease Clinic, Family Planning (Smear tests and Pill Checks etc.), Dressing of wounds, Blood tests, Blood Pressure Checks, Urinalysis, ECGs, and Immunisations.

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Registration

To provide safe and appropriate care, we can only offer appointments to people who are registered with us. If you are ill while away from home, you can register with us as a temporary resident. If you are living permanently in this area, please register with us as a regular patient. To register as a patient with us please ask at reception for a registration form or complete our online registration forms found on our website (Glastonburysurgery.co.uk). You will be registered with a named GP but can request your preference to see any GP.

We ask that you allow 3-5 working days for your registration to be processed. If medical assistance is required sooner, please contact Reception to expedite your registration form.

To register with us as a patient you must live inside the boundary shown below:



NHS England Contact: Glastonbury Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT. Telephone: 0300 311 2233 Email: england.contactus@nhs.net