Dr A E Brooke
MB ChB DRCOG MRCGP

Dr B A Williams
MB BS DCH MRCGP

Dr I Rafi
MB BS MRCGP Dip P Derm

Dr A Somasundram
MB BS MRCGP DRCOG DFSRH

Dr T Pietroni
MB BChir MA MRCGP DRCOG MMedEd

Dr K Roberts
MB ChB MRCP MRCGP DFSRH

Karen Daniell
Nurse Partner
MSc PGCFHEd BSc RGN

Dr H Crowther Associate GP
MB ChB
WELCOME TO PARTNERS IN HEALTH

This leaflet aims to provide you with information about the services we offer. Our team of doctors, nurses, health visitors, midwives and administrative staff work closely together, not only to help when you are ill, but also to try to prevent serious diseases from occurring. Please also see our website: www.partnersinhealthgloucester.nhs.uk

NEW PATIENT REGISTRATION

We welcome new patients moving into our practice area. A map of our practice area is available, please enquire at reception. The practice adheres to the Countywide Registration Policy; should you wish to register with the practice you will be provided with a Registration Pack giving full details of the procedure.

The practice has two sites, Pavilion Family Doctors and St James Family Doctors; patients who register with Partners in Health need to be able to travel to both sites to be seen by a clinician.

ENQUIRIES

Our telephone lines are open between 08:00 - 18:30 Monday to Friday. Our telephone system features an automated attendant service to help us deal with our incoming calls more efficiently. Please keep your phone call brief and avoid calling during the peak morning time for non urgent matters.

APPOINTMENTS

To make an appointment, please telephone (01452) 385555.

Each appointment is 10 minutes long and it is recommended you bring one problem per appointment. We aim to deal with your problem or request on the same day. We can offer the services of a variety of health professionals. In order for your problem to be dealt with effectively you will be asked by our reception staff to give a brief reason for your request when booking appointments (if you feel unable to do this we accept your decision but can assure you that all information will be handled confidentially) For some queries our triage nurse can ring you back, or for straight forward problems we can offer you an appointment with our nurse practitioners (minor illness appointment); if you have a query the doctor needs to answer he/she can ring your back – ask for a ‘call back’ from the doctor. If you need to see a doctor you will be offered an appointment on the same day. We do have limited availability of book in advance appointments, reception or a clinician will use this option when appropriate.
DID NOT ATTEND POLICY (DNA)

Patients have a responsibility to keep their appointments, arrive punctually and to inform the practice in plenty of time if the appointment is no longer required. If you arrive late for your appointment you may be asked to make another appointment. Patients who repeatedly miss their appointments will be asked to register at another practice.

SURGERIES

Our reception at both surgeries, Pavilion Family Doctors in Stroud Road, and St James Family Doctors in Quedgeley, is open from 08:15 - 18:15 Monday to Friday. GP clinics are held every day between 09:00 - 12:00 and 15:00 - 18:00; Nurse clinics are held every day between 08:30 – 12:30 and 15:00 – 18:00. In addition we offer extended hours clinics at Pavilion Family Doctors on Tuesdays between 07:00 - 08:00 and 18:30 - 20:00.

HOME VISITS

Please telephone the surgery before 11:30 if you can, unless it is an emergency situation. Home visits are only available when medically necessary and this is assessed by trained clinicians.

NHS 111

You are encouraged to use NHS 111 for ALL minor illness, injury or health concerns at any time. Telephone: 111 or visit www.nhs111

Please contact your local Pharmacists who are also qualified to deal with health queries on a range of topics including minor ailments and medication queries.

OUT OF HOURS SERVICE

If you need urgent medical advice or attention outside normal surgery hours, i.e. 18:30 - 08:00 Monday - Friday, weekends and Bank Holidays, please telephone Gloucester Out of Hours Service: 0300 4210220

GLOUCESTER HEALTH ACCESS CENTRE

The Gloucester Health Access Centre, Eastgate House, Eastgate Street, Gloucester, is open 08:00 - 20:00 seven days a week, including Bank Holidays. Please telephone (01452) 336290 to make an appointment.
REPEAT PRESCRIPTIONS

Requests for repeat prescriptions must be in writing. The repeat prescription slip must be completed or use the surgery ‘white’ form to fill in details which can then be posted, faxed or handed in to reception. The prescription will be ready for collection after **two** working days. If you would like the prescription posted back to you, please enclose a stamped addressed envelope. Alternatively you can use our online prescription request service and your prescription will be ready for collection after **two** working days.

TEST RESULTS

You will be contacted by telephone or letter if your test result requires action, e.g. a prescription or further tests. We will not contact you if your test result is normal. You may telephone the surgery if you wish between **14:00 - 17:00**, and our Reception staff will inform you of the Doctor’s comment on your result and may be able to advise you if a plan was suggested. You will not need an appointment with the Doctor or Nurse to discuss your results unless advised otherwise. You can find out more about the tests themselves; Lab Tests Online [www.labtestsonline.org.uk](http://www.labtestsonline.org.uk)

CLINICAL SERVICES

We offer:

- Full General Medical Services
- Antenatal Care
- Cervical Screening
- Child Health Checks
- Childhood Immunisations
- Contraception Services, e.g. Coils
- Flu and Pneumonia Vaccination
- Minor Surgery
- Blood Pressure and Weight Check
- Registration Health Checks
- Chronic Disease Management/Monitoring
- Travel Medicine/Vaccination
- Joint injections
PRACTICE NURSES

Our Practice Nurses, Jennette Thomas RGN BSc (Hons), Anna Savin dip RN dip M, Chris Baylis RGN, Jackie Allen RGN BSc (Hons), Julie Bolton RN Bsc (Hons), Nichola Davis RN dip HE Adult Nursing, Nicky Bishop RN dip, Vicky Lott RN dip HE Nursing Studies, offer morning and afternoon appointments. Between them they have qualifications in asthma, heart disease, diabetes, chronic obstructive pulmonary disease, cervical screening and health promotion. We also have two Health Care Assistants Haley Beckett and Jodi-Ann Johnson Mitchell who are able to offer appointments for blood tests, blood pressure checks, weight management, new patient and well person checks.

RECEPTIONISTS

Our reception team have specialised training to handle a variety of queries from patients. They are extremely capable and experienced. You may occasionally be asked some personal questions to enable the receptionist to offer you the most appropriate appointment or advice. All information is treated with the strictest confidentiality.

ADMINISTRATION

The administration and secretarial team provide the back up for the rest of the practice to ensure the best service to our patients. This includes dealing with all the medical correspondence to hospitals and clinicians, as well as insurance companies, solicitors and many other outside organisations. There will be a fee, payable in advance, for all Private, non NHS work; please allow 14 working days for completion of such work.

The team also takes care of the buildings and all the important functions to ensure the smooth running of the practice. We organise an annual training programme for all staff to keep our standards high and hold monthly staff training sessions; dates of these can be found on our website.

COMMUNITY CARE

NHS Gloucestershire employs the following health professionals who work closely with the practice in specialised areas.

DISTRICT NURSE TEAM

The District Nurse team provides nursing care, teaching, advice and support to patients in their own home. They are based at Pavilion Family Doctors.

The District Nurse telephone/answer phone number is (01452) 423519. Messages will normally be picked up between 08:30 - 16:30, Monday - Friday. To contact the District Nursing Service in the evenings, weekends or Bank Holidays, please telephone 0300 421 0555.
COMMUNITY MIDWIVES

Community Midwives provide antenatal and postnatal care for all mothers and new born babies.

Clinics are by appointment only. Please telephone (01452) 385555.

HEALTH VISITORS

Health Visitors work to promote health within the community in all age groups, in particular families with children under 5 years of age. They can give information and advice on varied health topics, offer help, support and counselling about family and personal concerns, and work with you to keep you and your family healthy.

Pavilion Family Doctors Health Visitor can be contacted on (01452) 529408
Clinics are held at the Light House Children’s Centre, Tel: (01452) 872290

St James Family Doctors Health Visitor can be contacted on 0300 421 6978
Clinics are held at Quedgeley Health Centre

CONFIDENTIALITY

Your records are safe with us. The doctors and staff have a legal duty to maintain the highest level of confidentiality about patient information. We ask for information about yourself so that you can receive the best possible care and treatment. We will preserve your right to confidentiality at all times. The Data Protection Act 1998 gives patients the right to know what information is held about them, and we have strict security and confidentiality safeguards in place. You have the right to see your health records, subject to the limitations of the Access to Medical Records Act.

COMMENTS, COMPLAINTS AND SUGGESTIONS

We welcome constructive comments and suggestions about our service and will endeavour to adopt changes where appropriate. If you wish to make a complaint, please telephone (01452) 385555 and request a copy of our complaints procedure and complaint form. Our Practice Manager, Julie Rudd, is responsible for administering complaints. We aim to respond to your complaint within 20 working days. Investigation of a complaint may take longer if the complaint is complex.
**MEDICAL STUDENTS**

Periodically throughout the year the Practice has Medical Students under training with our Clinicians. Patients will be asked for their consent by the clinicians for the Students to remain in the Consulting room. If you do not want the Medical Student to remain in the Consulting room during your consultation please say so - patients are not under any obligation for them to do so.

**VIOLENCE AND ABUSE**

Neither violence or abuse will be tolerated by the practice. We follow the NHS Zero Tolerance Policy. A copy is available from reception.

**FREEDOM OF INFORMATION ACT 2000**

A copy of our publication scheme is available upon request.

**PATIENT PARTICIPATION GROUP**

The purpose of our Patient Participation Group is to involve patients in decisions about the range and quality of services provided and, over time, commissioned by the Practice. The aim is to promote proactive engagement of patients, both to reflect and gain views of the Practice’s registered patients. We would welcome more volunteers; please ask a member of staff for further details.

**PRIVATE TRAVEL CLINIC**

We run a Private Travel Clinic at Pavilion Family Doctors. Most travel vaccines are ordered on a Private Prescription and incur a charge over and above the normal prescription charge. This is because travel vaccination is not included in the services provided by the NHS and therefore it is a chargeable service. Our Private Travel Clinic is for non-registered patients and registered patients who require travel vaccinations that are not available on the NHS. Our travel clinic is held at Pavilion Family Doctors on a Tuesday from 15:00 - 19:20. Please telephone (01452) 876150 to make an appointment.
IT SERVICES  Partners in Health offer the following IT services:

1. Referral Management
2. Electronic Appointment Booking
3. On line ordering of repeat prescriptions
4. Summary Care Record
5. GP2GP transfers

Referral Management, Summary Care Records and GP2GP transfers are actions primarily undertaken in the Surgery, although patients can opt out of their individual Summary Care Records being shared with other clinical providers if they so wish.

Currently patients can book appointments on-line via our Front Desk server, order repeat prescriptions via our Practice Web site server and access aspects of their clinical records via our EMIS server (known as Patient Access). With effect from February 2016 it is anticipated that all these on-line functions (book appointments, order repeat prescriptions and access clinical records) will be provided from one server - Patient Access i.e. one password and one on-line site to access all three functions.

There will be a transition period of 3 months for patients ordering prescriptions on-line (i.e. be able to order prescriptions from both our web site or from Patient Access); however, by early May 2016 the ability to order repeat prescriptions on-line from our web site will cease. Patients wishing to continue to (or start) book appointments on-line will have to transfer to Patient Access as soon as our Front Desk server is switched off. Patients already registered for Patient Access (who can currently view their medical records), will also be able to utilise electronic appointment booking and order repeat prescriptions on-line as soon as these functions are activated in February 2016.

Patients wishing to avail themselves of Patient Access should speak to a Receptionist; the patient will have to complete a short form and prove their identity by means of photographic ID (e.g. passport, driving license). Patients already registered for on-line appointment booking, or ordering repeat prescriptions will receive a letter with additional information in early 2016.

USEFUL LINKS
Practice Website:  www.partnersinhealthgloucester.nhs.uk
NHS Choices:  www.nhs.uk
Gloucestershire Care Services  www.glos-care.nhs.uk
NHS Trust:  www.england.nhs.uk
NHS England:  www.glos-care.nhs.uk

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