

# Overton Park Surgery



[www.overtonparksurgery.com](http://www.overtonparksurgery.com)

Overton Park Road, Cheltenham, GL50 3BP

Telephone 01242 580 511

Fax 01242 253 542

Open weekdays 8:30-6:30

**PATIENT INFORMATION  
BOOKLET**

## SURGERY OPENING HOURS

Monday to Friday: 8:30 - 6:30. Extended hours by appointment only.

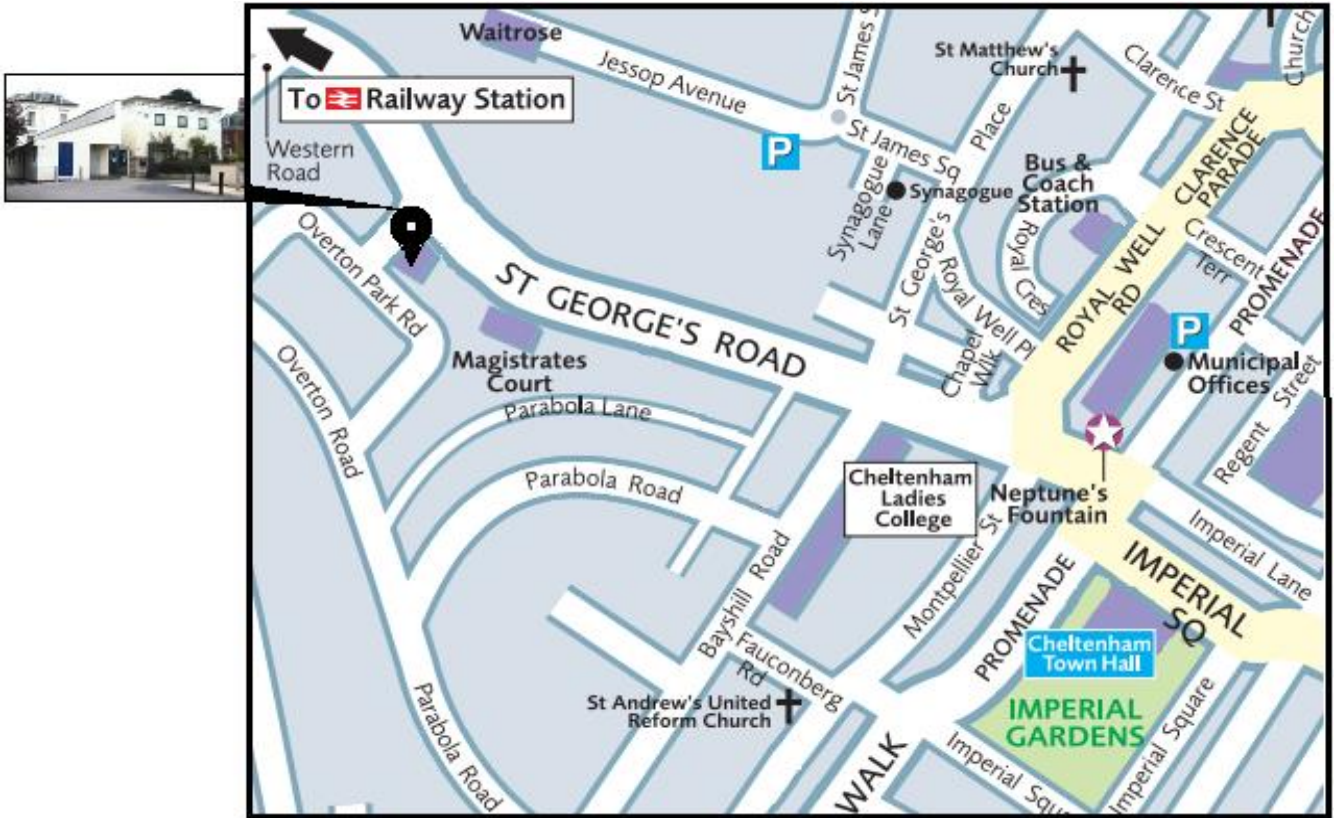
	Morning	Afternoon
<b>Monday</b>	Dr Nelson    Dr Fox Dr Wilson    Dr Porter Dr Copps    Dr Macrow	Dr Nelson    Dr Fox Dr Wilson    Dr Macrow Dr Copps
<b>Tuesday</b>	Dr Nelson    Dr Morgan Dr Wilson    Dr Coker Dr Copps	Dr Wilson Dr Morgan Dr Coker
<b>Wednesday</b>	Dr Wilson    Dr Dr Coker    Christmas Dr Fox       Dr Porter Dr Macrow	Dr Nelson    Dr Dr Coker    Christmas Dr Fox       Dr Macrow
<b>Thursday</b>	Dr Nelson    Dr Morgan Dr Wilson    Dr Dr Copps    Christmas Dr Porter	Dr Nelson    Dr Copps Dr Wilson    Dr Morgan
<b>Friday</b>	Dr Nelson    Dr Coker Dr Wilson*    Dr Fox Dr Copps    Dr Williams Dr Morgan	Dr Nelson    Dr Fox Dr Wilson*    Dr Williams Dr Morgan  *alternate

### CONTACT US

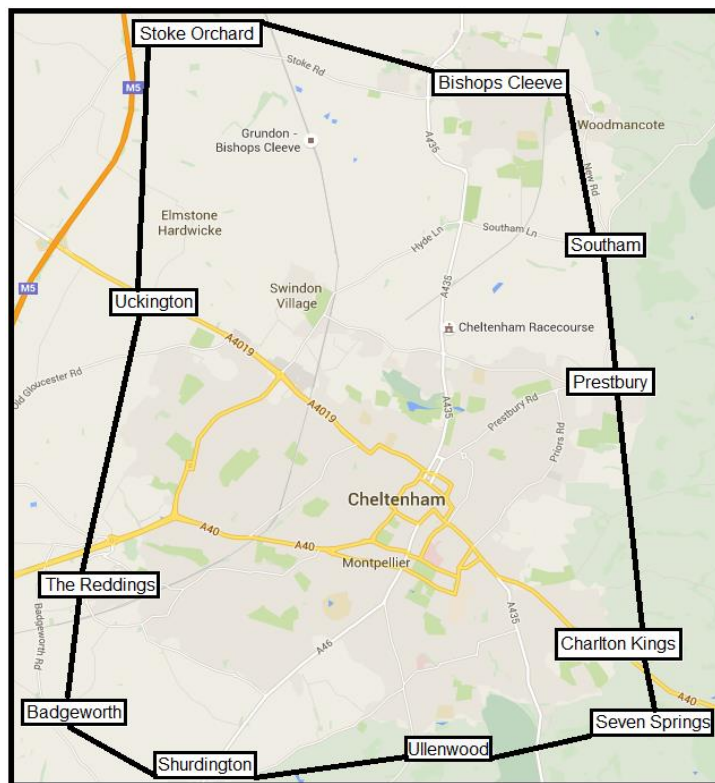
Overton Park Surgery  
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Fax: 01242 253 542

## HOW TO FIND US



The Practice Area extends approximately 3 miles from the centre of Cheltenham.



## **WELCOME TO THE OVERTON PARK SURGERY**

Overton Park Surgery is a friendly, modern GP practice in the centre of Cheltenham. Established in 1899 by Dr Grace Harwood Stewart Billings, the first female GP in Cheltenham, the practice has a long and notable history. We are a very busy and pro-active training practice, with a practice population of 11,800 patients.

The Practice Team aim to provide a holistic and personal approach to health care, with the patient at the centre of decision making.

For more information, visit our website:

[www.overtonparksurgery.com](http://www.overtonparksurgery.com)

All our clinical rooms are on the ground floor and the building is fully accessible to wheelchair users. Please be advised that there is limited parking on our site, and is primarily for the use of less mobile patients, expectant mothers and parents of young children.

We have a hearing induction loop system available at Reception. Please set your hearing aid to T.

## **JOINING THE PRACTICE**

If you wish to register as a patient, you can pick up a GMS1 Registration Form and a New Patient Questionnaire from Reception. You will also be asked for some form of photo-ID and proof of residence, such as a recent bank statement or energy bill. Your GP notes will then be requested from your previous surgery automatically.

Alternatively, register your details online at [www.overtonparksurgery.com](http://www.overtonparksurgery.com) and bring in identification and proof of address afterwards.

With your permission, you will automatically have a Summary Care Record created, which will contain important information about any medicines you are taking, allergies you suffer from, and any bad reactions to medicines that you have had. This means that healthcare staff can

provide you with safer care during an emergency, when your GP practice is closed, or when you are away from home in another part of England.

You can choose not to have a Summary Care Record: just let us know by filling in and returning an opt-out form. You can change your mind about having a Summary Care Record at any time.

## **CHANGES IN YOUR PERSONAL DETAILS**

Please tell us of any changes in your personal details such as your name, address or telephone number. This is very important as we may need to alter a surgery and need to contact you at short notice. Please note that if you have call barring on your home phone, we will be unable to phone you from the surgery.

## **THE PRACTICE TEAM**

Practice Manager - Mark Thatcher

Mark is responsible for the overall management of the practice. He will deal with queries of a non-clinical nature and would encourage your comments and criticisms regarding the practice that may help us improve our service to you.

The Partners

Dr Stuart Nelson - MBBS, DCH, DRCOG.DFFP, FRCGP  
*Senior partner, GP Trainer and Appraiser. Special interest: Diabetes.*

Dr Julian Wilson - MBBS, DRCOG, DIP.PALL.MED, FRCGP  
*Royal Collage Examiner and General Practitioner for Gloucester Rugby Club. Special interests: Ischaemic Heart Disease, Diabetes, Palliative Care and Immediate Care in Sport.*

Dr Caroline Copps - MBChB, DRCOG.DFFP, DIP.THER  
*Special interests: Family Planning, Women's Health and Pharmacology.*

Dr Thomas Morgan - MBBS, DRCOG, MRCGP  
*Trained endoscopist, and holds a Clinical Assistant post in Endoscopy at Gloucester Royal Hospital.*

Dr Rachael Coker -MBChB, MRCP, DCH, DRCOG, DFFP  
*Special interest: Paediatrics.*

Dr Daniel Fox – MBBS, MRCP  
*Special interest: Dermatology.*

#### Salaried GPs

Dr Trudy Christmas - MBBS, BSc, MRCP, DRCOG.DFFP

Dr Amanda Porter - MBBS, BSc, MRCP, FRCA, DRCOG

Dr Sarah Macrow - MRCP, DRCOG 2008, MB ChB

Dr Michael Williams

Nurse Practitioner - Tracey Moore - Lead Practice Nurse, RGN, Diploma in First Contact Care, Cert. in Ischaemic Heart Disease, Cert. in Diabetes, Infection Control Link Practitioner, Independent Nurse Prescriber.

#### Practice Nurses

Lisa May - RGN, ENB 93, cert in Diabetes, Dip Copd level 2 Awareness in Dementia, Dementia Link worker.

Debbie Hatcher - RN, Advanced Diploma in Women's Health, Diploma in Asthma, Diploma in COPD.

Nic Stephens - RGN, ENB 998, ENB 978, Dementia Link worker, BTEC Level 3 Diploma Level Awareness of Dementia.

#### Health Care Assistants

Sally Hatcher - NVQ3, Health Care Assistant, Trained in-house.

Clare Hart - HCA, NVQ3

Sarah Cresswell - HCA, NVQ3, BTEC National Certificate Health

Midwife - Lisa Land

Mental Health Nurse - Nick Stevenson

## **APPOINTMENTS**

Call our main number **01242 580 511** to book a 10 minute appointment. When calling, you will be asked for a brief description of your problem to ensure you are dealt with by the most appropriate clinician. We also offer telephone consultations with both the doctors and nurses.

You can book or cancel appointments online once you have registered for Online Services. Please ask at Reception for further information.

If you arrive more than ten minutes late for an appointment, you may be asked to rebook. Please inform us as soon as possible if you are unable to attend an appointment so that it can be given to someone else.

## **CHOICE+**

Choice+ is a daily allocation of GP appointments for sudden onset minor illness (such as sore throats). If you telephone our surgery with symptoms that meet the criteria, you will be offered a Choice+ appointment at the St Paul's Medical Centre or the Healthy Living Centre in Cheltenham.

It is up to you whether you accept a Choice+ appointment when offered. Using these appointments frees our GPs and Nurse Practitioners to offer continuity of care to patients with chronic conditions.

## **TEST RESULTS**

Please wait 7 days before making enquiries. Results cannot be given out to a third party. The receptionists can only report what has been authorised by the doctor.

## **REPEAT PERSCRIPTIONS**

To order a repeat prescription, you can:

1. Register at Reception to order repeat prescriptions through our website.
2. Fill in a prescription Request Form by ticking the items needed on the 'tear off' side of your prescription and leaving the form at the surgery.
3. Write down your name, address and what you need on the form at Reception.

4. Send your request to us by post with an SAE for the new prescription
5. Fax your requests to us on 01242 253 542.

You can register at a local pharmacy to collect your prescription directly from them without needing to come to the surgery.

We do not accept telephone requests for repeat prescriptions.

Please allow 48 hours for prescription requests to be processed.

### **ACCESSIBLE INFORMATION**

The Accessible Information Standards Act seeks to identify the communication needs of patients where they relate to a disability, impairment or sensory loss. We will ask about any specific communication and information needs you have in the New Patient Questionnaire, such as needing printed information in a large font or to be accompanied by an interpreter.

Please see our website for more information, as well as links to Easy Read health information leaflets.

### **HOW TO ACCESS INFORMATION**

If you require access to your medical records, please contact our Practice Manager in writing at the surgery.

### **SERVICES AVAILABLE DURING NORMAL HOURS**

***Long Term Conditions Clinics*** – Patients with Asthma, COPD, Diabetes, Heart Disease and Strokes are all invited to attend these clinics. Diabetic and Heart Disease patients should attend for their annual review in the month of their birth. Patients with diabetes should also attend for a half yearly check-up.

***Minor Surgery*** - All the doctors are able to perform a range of procedures such as joint injections and the removal of simple skin lesions.



**Child Health** - All new babies are invited for regular check-ups and immunisations from eight weeks old. You will be sent appointments at the appropriate times for your child's vaccinations.

**Family Planning** - A full and confidential contraceptive and family planning service is available at the surgery for men and women. Emergency contraception is also available. Women are offered a pre-pregnancy check which will assess your health, immunity to Rubella and give you advice about starting a family. We have a Community Midwife who will see you at home and at the surgery.

**Cervical Smears** – We run a recall system as part of the National Screening Programme. All women over the age of 25 will be sent an appointment reminder when required.

**Health Visitors** - Our Health Visitors can give advice on health care, particularly for pre-school children.

**Community Nurse Home Visits** - We have a specialist nurse who visits older patients with long term conditions for their annual review who are strictly housebound and therefore unable to come to the surgery. She also has a specialist role supporting people with dementia and their family/carers in their own homes.

**Private Medicals** – Medical examinations for special purposes (insurance, HGC, taxi medicals, etc) are done by doctors. These can be arranged with Reception and a fee will be charged at the appropriate rate.

**Travel Vaccinations** – We are a registered Yellow Fever Vaccination Centre. Our nurses have all the expertise and information to advise you and give you the protection you need for travel abroad. Please see a nurse about your travel plans at least 8 weeks before your departure.

**Smoking Cessation Help and Advice** - Advice and support is available for patients wishing to stop smoking, including Nicotine Replacement Therapy.

**Over 40s Health Checks** – Patients will be invited for this programme, which includes a blood pressure check and blood/urine tests.

## **EXPRESSING COMMENTS, CONCERNS AND SUGGESTIONS**

Comments, complaints and suggestions help us to improve our service. If you wish to tell us something, please write to us or ask to speak to our Practice Manager, Mark Thatcher.

If you are unsure whether to make a complaint but would like to resolve an issue, contact the Community Patient Advice and Liaison Service (PALS) on **0800 019 3282**

Or visit [pals.gloucestershirehospitals@glos.nhs.uk](mailto:pals.gloucestershirehospitals@glos.nhs.uk)

## **PATIENT CONFIDENTIALITY**

Patient confidentiality is very important to us and we respect this right for all patients regardless of age. Sometimes we are asked to share patient information with other health professionals for the purpose of audit and research. Anyone with access to medical records is bound by the same rules of confidentiality. We have a leaflet available from Reception about confidentiality and information sharing.

### **CARE DATA SCHEME**

The Government scheme to share health information for planning and research purposes means that your GP records will be shared in accordance with this scheme. If you do not wish for this to happen, please ask for an opt-out form from Reception.

For more information visit [www.nhs.uk/caredata](http://www.nhs.uk/caredata) or call the patient information line: **0300 456 3531**.

## **VIOLENT PATIENTS**

Staff have the right to work free from any form of threats, fear, abuse or violence. The GP practices in Gloucestershire have agreed a Zero Tolerance Policy. Depending on the level of the incident, a patient who is verbally rude or mildly abusive may be given a “Yellow Card” as a final warning. Any further incident will result in a “Red Card” with the patient being removed from the Practice List.

Following a “Red Card”, the patient may face police charges resulting from the incident and will not be seen by any local GP Practice. The patient will have to travel to the Vaughan Centre in Gloucester to receive any further GP services in secure conditions for healthcare staff and will not receive home visits.

## GET THE RIGHT TREATMENT

It is not always necessary to see a doctor.

**Your local pharmacist** can help with many ailments, such as coughs, colds, asthma, eczema, hay fever and period pain. They can give advice or, where appropriate, medicines that can help clear up the problem. Pharmacists are qualified to give advice on common complaints, and can also answer any questions about medicines. They can offer over-the-counter remedies, and advise you when your symptoms are more serious and may suggest you visit your GP.

**A well-stocked medicine cabinet** will help you treat many everyday illnesses at home. It is recommended that you keep a supply of the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Antihistamines
- Anti-diarrhoea tablets
- Mild laxatives
- Indigestion remedies
- Sunscreen – SPF 15 or higher
- A thermometer
- Plasters, non-absorbent cotton wool, elastic bandages and dressings

- ✓ Remember to keep medicines in a secure, locked place out of reach of children.
- ✓ Always read the instructions and use the suggested dose.
- ✓ Don't use medicines which are past their expiry date.
- ✓ Take all unwanted, out-of-date medicines back to the pharmacy.

**NHS 111** is a confidential, 24 hour advice and health information service that will give you immediate advice on what to do if you or a member of your family feels ill. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. Calls are free from landlines and mobile phones.

***For emergency hospital treatment***, you should go to your nearest accident and emergency (A&E) department, or call 999 for an emergency ambulance.

An emergency is a critical or life threatening situation which may include loss of consciousness, severe chest pain or loss of blood. Remember to keep calm, do everything you can to help the person, but don't put yourself in danger and don't give the person anything to eat, drink or smoke. Please remember that hospital A&E departments are designed to treat accidents and emergencies only.

***The ambulance services*** are for when an immediate response is required. Situations requiring this service include:

- Serious accidents
- Breathing problems
- Chest pains
- Unexplained collapse or if unconscious
- Severe blood loss
- Overdose

## **FINDING A DENTIST**

If you need to find a dentist in your local area, visit [www.nhs.uk/Service-Search](http://www.nhs.uk/Service-Search).

***Gloucestershire Dental Access Centre*** provides emergency and general NHS dental care for people within Gloucestershire who are unable to access treatment from a general dental practitioner. They provide some general dental services and also a special care dentistry service. The cost of treatment for any service at any clinic is the same as in all NHS dental practices. People will be charged the current NHS dental patient charges unless proof of exemption can be provided.

**Call: 0300 421 6440**

## **FREEDOM OF INFORMATION ACT**

The purpose of the Act is to give everyone greater rights of access to information about how public authorities work. Gloucestershire PCT has produced a publication scheme of all documents available to the public on its website at: [www.glospct.nhs.uk](http://www.glospct.nhs.uk).

For more information about the Freedom of Information Act visit: [www.foi-uk.org](http://www.foi-uk.org)

## **USEFUL NHS AND RELATED SERVICES**

NHS Chiropodist at St Paul's Medical Centre  
**01242 215 470**

NHS Physio Direct (Cheltenham): **08454 222 507**

Carers Gloucestershire: **0300 111 9000**

Adult Social Care Helpdesk: **01452 426 868**

Children & Families Helpdesk: **01452 426 565**

2Gether NHS Foundation Trust: <http://www.2gether.nhs.uk/services-in-gloucestershire>

**Please tell us if you would like to receive this by email.**

**The Practice Leaflet is also available on our website:**  
[www.overtonparksurgery.com](http://www.overtonparksurgery.com)

## **NOTES**