

Welcome to The Old School Surgery



**The Old School
Surgery**
Church Street
Great Bedwyn
Wiltshire
SN8 3PF

oldschoolsurgery.co.uk

Tel: 01672 870388

Repeat Prescriptions:
Tel: 01672 870330

Wiltshire Medical Services
(out of hours):
Tel: 0300 111 5717



A Guide For Patients

Consulting Times

As a general guide, appointments are available with the Doctors and Nurse between the following times Monday through to Friday:

Doctors: 9.00am-11.30am
4.00pm-6.00pm (Closed Thursday Pm)
6.30pm-8.00pm (Tuesday)

Nurse: 9.00am-1pm (every morning)
2pm-4pm (Tuesday)
2pm-6.00pm (Monday and Thursday)

Others:
Midwife: 9.30am-11.00am (Wednesday)
Counsellor: 9.00am-12noon (Tuesday)
12.45pm-2.30pm (Carena - Tuesday)
Health Visitor: The 1st and 3rd Mondays monthly, 2.00pm until 3.45pm

Please note that 5 minute blood test appointments are bookable with the Nurse from 8.30am-9.00am on Mondays and Thursdays.

Office Hours

The Practice opening hours are as follows:

Monday: 8.30am-1.00pm and 2.00pm-6.30pm
Tuesday: 9.00am-1.00pm and 2.00pm-8.00pm
Wednesday: 9.00am-1.00pm and 2.00pm-6.30pm
Thursday: 8.30am-12noon (closed pm)
Friday: 8.30am-1.00pm and 2.00pm-6.30pm

Meet The Doctors

Dr Tim Ballard FRCGP

Dr Ballard has been a GP in great Bedwyn since February 1995. He is committed to delivering traditional family healthcare. This enables the Practice to provide a high level of continuity for patient care.

The Surgery moved into the old village school in December 1995. The building is grade 2 listed and housed the village primary school from 1835 to 1993. On the waiting room wall there is a map of the world painted by the headmaster in 1841.

Dr Ballard trained in Leicester and has been a GP since 1988. He is involved in teaching General Practice and is an examiner and Fellow of the Royal College of Practitioners.

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Dr Angela Paddon MBBS, BSc, MRCP, MRCPGP

Angela trained at University College London Medical School. She became a GP in 2001 after having spent several years in hospital medicine, specialising in care of the elderly. Angela completed her GP training at the Practice, and is now permanently employed on a part time basis.

Dr Michael Peters BSc., MB, CH.B, DA, FRCGP

A very experienced GP, Dr Peters has always worked in Wiltshire. His special interests include musculo-skeletal medicine and dermatology.

Dr Maggie Carson

Known to many of our patients from her previous attachment to the surgery, rejoined us on 17th March 2010, and will be working part-time until October 2010, to complete her GP Registrar training.

Dr Mike Jones BMedSci(Hons), BM BS, MRCS

Studied at Nottingham Medical School. Before training to be a GP he was a qualified surgeon, and prior to joining us in Wiltshire he spent 2 years in Australia practicing in both rural and remote communities, and inner-city Sydney. He will be with us until February 2011.

Dr Martin Searle MA MB BChir DCH DRCOG MRCGP

Martin trained at Cambridge and at Kings College Hospital Medical School London. He became a GP in 1987. He was a principal and trainer in general practice in Calne from 1987 to 2006. He then worked in Swindon for a couple of years. This was followed by a period away from practice due to health reasons. He will be joining us at Great Bedwyn as part of the Severn Deanery returners to practice scheme. We are pleased that Martin has chosen to come and work with us for a year and I'm sure all our patients will join the rest of the practice team in wishing him every success.

The Practice Team

Keith Marshall - Practice Manager

Keith has been our Practice Manager since November 2002, having previously spent 20 years with Barclays Bank, latterly as a Business Account Manager. He brings with him a wealth of expertise particularly on the finance side, and dealing with the Public. Coming from a customer focused background Keith has a passion for excellent service, and he and his team strive to achieve a gold standard. If at any time you feel that our standards fall below this level, please feel free to either speak to Keith, by telephone, face to face at the surgery or email kmarshall@nhs.net.

Nurse - Sue Woods RGN

Sue has been the Practice Nurse since the Surgery opened back in the mid nineties. Sue qualified in 1983, starting out as in Nursing Homes. She was a District nurse for four and a half years before joining the Practice in 1996. Sue is fully trained in many aspects of Practice Nursing including Asthma Management, Diabetes, Minor Surgery, Travel Advice and Immunisations. Sue provides a Well Woman clinic, one important aspect of which is Cervical Screening.

Head Receptionist - Mrs Maggie Kerr

Maggie has been associated with the Surgery in Great Bedwyn

since 1988. She started working for Dr Ballard when the surgery opened in 1995. Maggie has a wealth of knowledge of the local community having lived and worked in the area for years.

Maggie is ably assisted on reception by Donna Pais and Nadine Foster, both who work part time.

Administration - Samantha Marshall

Samantha has a varied role within the team, providing back up and administrative support for the Doctors and Practice Nurse, this includes keeping patients notes up to date with important incoming post, summarising new patient records, and organising Cervical Screening recalls.

The Dispensary Team

We have a dedicated team of dispensers who have either qualified to NVQ level 2 Dispensing Doctors Assistant, or who will be completing their studies during 2009. The team: Maureen Wright, Alice Dobson and Sarah Young.

As a dispensing Practice it is our aim to provide medication for acute conditions at the time of your appointment (if in stock). If we are not able to provide this, the dispensary staff will be able to advise when it will be available for collection.

Please allow 48 hours between ordering and collection of repeat medication. If you wish to order your prescription online, please click [here](#).

Anita Ballard is the wife of Dr Ballard. She is a partner in the business and is responsible for the administration and buying of drugs for the dispensary. Anita is our primary link with the Prescription Pricing Authority (PPA) and provides invaluable help to the Doctors and dispensary staff with regards to our prescribing at the surgery.

Appointments

Non Urgent / Routine

Appointments can generally be booked up to 3 months in advance, consulting times are detailed on the home page. Most appointments with the Doctors are of 10 minute duration. Some consultations particularly with the Nurse may take slightly longer. If you are able to advise the receptionist what your appointment is for we can allocate suitable time aside with the Nurse. Please advise the receptionist if you wish to see a particular Doctor, and they will be able to advise on availability.

Urgent appointments

We hold back a number of appointments each day, for patients that feel that their symptoms are such that they feel that they need to see a Doctor that day. These appointments are intended for patients with an urgent medical need. Inappropriate use of these slots is likely to lead to genuinely ill patients having to wait longer to see a Doctor.

Home Visits

If you are able to get to the Surgery, we would ask you to make as much effort as possible to do so. You will be seen by a Doctor that day, normally as an emergency appointment at around 12 Noon.

For those patients that are housebound or if your medical condition prevents you from attending the Surgery, please book a

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home appointment by 10am if at all possible. Please bear in mind that home visits are far more time consuming than surgery appointments, hence our request that you attend the Surgery if at all possible.

cancelling Appointments

If you are unable to keep your appointment, please contact our reception desk as soon you know, so that your appointment may be offered to another patient. Please telephone reception on 01672 870388.

Urgent appointments and Visits

If you feel that you need to see a Doctor immediately and your symptoms are giving you real cause for concern, please telephone our reception on 01672 870388 or 870330, and we will endeavour to put you through to one of the Doctors.

Alternatively if you feel that it is life threatening dial 999 immediately.

Out of Hours

Evening and weekend medical cover is provided by Wiltshire Medical Services Ltd.

They can be contacted on 0300 111 5717:

6.30pm-9.00am weekdays

From 6.30 Friday through to 9.00am Monday (weekend cover)

The Surgery is closed on a Thursday from 12 Noon- urgent medical assistance can be arranged via Dr Kings surgery in Burbage by calling 01672 810566.

General Information

Dispensing

If you live further than one mile from your nearest pharmacy, you will be able to obtain your medication directly from the Practice.

Medication may be collected any time throughout the week, during our normal opening hours (see home page).

For repeat medication, please allow two working days notice from order to collection.

Your order can be;

- made by telephone on 01672 870330
- Fax 01672 870664
- By handing in your repeat order slip attached to your last medication order
- By email - using the Repeat Prescription link on our website

For new patients on repeat medication transferring to the Practice, please speak with the Doctor, who will arrange for your regular items to be added to your records.

If medication is required when the Surgery is closed, please telephone 01672 870388, and you will be directed to our Out of Hours provider or Dr Kings Surgery for assistance.

Medication Reviews

All patients on repeat medication will be asked to attend the Surgery at least once a year for a full review of their medication. Your repeat order slip will indicate whether you are due to see a GP for a review.

For those patients with Coronary Heart Disease, Hypertension, and diabetes it can be useful to have blood and/or urine samples taken prior to your medication review. When booking your medication review, the receptionist will be able to advise if any tests are due.

Test Results

We ask patients to contact the Surgery for test results. Please do not call prior to 10.30am, as this can cause inconvenience for those patients trying to call in first thing to arrange a Doctor's appointment.

The Doctor may contact you direct in the event of abnormal results. It is therefore helpful if you ensure that we have suitable contact numbers for you, including mobile if appropriate.

Cervical smear results can take up to six weeks to come through, and these will be sent to the patients home address.

Hospital Referral

If the Doctor feels that your symptoms require further investigation, he/she may refer you to see a hospital consultant.

Under the ' Choose and Book' scheme, your referral is made electronically at the time of your consultation with your GP.

The benefits are:

You will be able to choose from a number of hospitals
You will be able to select the date and time of your hospital appointment
Once referred, there is a relatively simple process to confirm your booking. Your Doctor/Reception staff will be happy to explain this to you.

Access to Medical Records

You have a right to a copy of your medical records under the Data Protection Act 1998.

If you wish to merely view your records, please contact our Practice Manager, who will arrange a mutually convenient time for you to have access.

Should you require a full copy of your medical records, please be aware that there may be charge involved from between £10 for computerised information up to £50 for copies of full paper records.

Complaints

Should you have a complaint against any of the medical or non medical staff at the Practice, we operate a standard complaints procedure. Please contact the Practice Manager or Maggie Kerr our Head Receptionist in the first instance, who will be able to advise you further.

We will aim to deal with your complaint as quickly and efficiently as possible.

We are always keen to receive feedback on the service that we provide to our patients both good and not so good. Let us

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know what you think by emailing kmarshall@nhs.net

Vaccination & Immunisation

1st Dose: Diphtheria/Pertussis/Tetanus/Hib/Polio, +
Pneumococcal Infection - 2 months

2nd Dose: Diphtheria/Pertussis/Tetanus/Hib/Polio + Men C
- 3 months

3rd Dose : Diphtheria/Pertussis/Tetanus/Hib/Polio + Men C +
Pneumococcal Infection - 4 months

Hib and Men C - 12 months

MMR (Measles/Mumps/Rubella) + Pnuemococcal Infection
- 13 months

Pre- School boosters: Diphtheria/Pertussis/Tetanus/Hib/Polio +
MMR - 3yrs 4 months to 5years

Tetanus/Diphtheria/Polio - 13-18 years

All Childhood vaccinations and immunisations are carried out by one of our Doctors, accompanied by our Practice Nurse. We have an Immunisation clinic from 11.15am on Wednesday mornings, and would ask that patients book an appointment with reception on the date that they have been advised to attend from Chatsworth House in Swindon-

PLEASE BRING YOUR CHILDS RED IMMUNISATION BOOK WITH YOU without it we regrettably will have to ask you to attend a future clinic. This is for the safety of your child and to allow the medical staff at the Practice to ensure that appropriate vaccinations are being undertaken.

As a general rule the following best practice guidelines apply:

Tetanus- two boosters at 10 yearly intervals after initial dose

Hepatitis B- Every 5 years for patients that are considered ' at-risk' occupations. The Nurse will be able to provide specific advice if in doubt

Pneumovax- Recommended for patients aged 65 and over. Can be given at any time during the year

Influenza- An annual immunisation programme takes place in the Autumn. Dependant on certain medical conditions or your age, you will be invited for a 'free' flu jab, when the vaccines become available.

Travel Advice

Our Practice Nurse is able to provide up to date information on vaccinations required for travel purposes. Some courses of treatment are not provided as part of the NHS and fees for vaccinations and Medication may be payable. The Nurse will be able to advise you on the cost of this. If specific medication is required for your chosen destination, we regret that payment will be required at the time the medication is ordered for you.

Yellow Fever

Our Practice is a designated Yellow Fever Vaccination Centre, for both patients and non-patients alike. Please book an appointment with the Nurse should you require vaccination.

Services Available

The following is a list of the main services that we provide at The Surgery. Please do not hesitate to enquire with any of the staff or doctors should what you are looking for not be listed.

Medication Reviews- Normally carried out by the Doctor. You should expect to have at least an annual review of all of your medication. Please do ask the Doctor if you are unsure as to what particular tablets are for, or what they do. We wish to involve you as much as possible in the management of any ongoing conditions that you may have.

Asthma Reviews- Can be carried out by the Practice Nurse or the Doctor. These tend to be longer than our normal 10 minute slots. It is very useful if you can bring your inhalers and a peak flow diary if you keep one to your appointment.

Diabetes Reviews- If you are diabetic it is very important that you have regular check-ups with the Nurse and the Doctors. We will normally advise you when checks are required.

Weight Control -The Doctors and Nurse will be happy to provide advice and support on losing weight.

Cervical Screening - All women between the ages of 25- 64 will be called by Wiltshire Cervical Screening Programme: 25-49 every 3 years and 50 – 64 every 5 years. Please make an appointment with the Practice Nurse when you have received your invite.

Antenatal Care- As soon as your Pregnancy is confirmed, the Doctor will refer you into the care of our Community Midwife- Libby Stone. She holds a weekly clinic at the Surgery every Wednesday morning, on a booked appointment basis. Libby works closely with the medical team at the Practice, to ensure that your pregnancy is as smooth as possible.

Mother and Baby Clinic- Your local Health Visitor is Sue Mccala. She is at the Surgery every 1st and 3rd Monday (afternoon) of each month. Her clinic is run on a booked appointment basis. This prevents lengthy waits which have been a feature in the past when we have held drop in clinics.

Family Planning- Confidential advice on contraception including emergency contraception can be obtained by seeing any of the Doctors at the Practice. To ensure complete confidentiality you will be seen in normal surgery hours- simply book a routine appointment with the Doctor, or if emergency contraception required one of our emergency appointments that day.

Minor Surgery- Doctor Ballard and Dr Paddon are able to perform minor surgery procedures. They will advise you when they feel this is appropriate. A joint appointment with the Nurse and the Doctor is advised for these procedures.

Cryotherapy- This is a form of minor surgery, a freezing technique used in the treatment of verrucae, skin tags and particular types of warts and moles.

Stop Smoking Clinic- Our Practice Manager, is a trained NHS Stop Smoking advisor, and is able to provide one to one counselling and support to help you 'kick the habit'. Please either speak with your Doctor or contact reception if you would like help in giving up.

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Useful Telephone Numbers

Great Western Hospital	01793 604020
Savernake Hospital	01672 517200
Salisbury District Hospital	01722 336262
Wiltshire Medical Services	0300 111 5717 (Out of Hours)
NHS Direct	0845 4647
Dr King's Surgery	01672 810566

Health Related Websites

The following list of useful websites is provided for patient use. As these are external websites, The Surgery cannot accept any responsibility for the content of these sites or their accuracy

www.nhs.uk - The NHS Website (including details of local dentists)
www.nhsdirect.nhs.uk - NHS Direct
www.blood.co.uk - National Blood Donor Services
www.uktransplant.org.uk - NHS Organ Donor Register
www.nice.org.uk - National Institute Of Clinical Guidance
www.fitfortravel.scot.nhs.uk - Travel Advice
www.patient.co.uk - patient information and printable leaflets
www.ppa.nhs.uk - look under the links section for help with healthcare costs

Local Hospitals

www.swindon-marlborough.nhs.uk - Great Western Hospital
www.salisbury.nhs.uk - Salisbury District Hospital
www.wehct.nhs.uk - Winchester Hospital

Wiltshire PCT

www.wiltshirepct.nhs.uk
www.wiltshirepct.nhs.uk/GetInvolved/PALS.htm - Patient Advice and Liaison Service

If you would like other useful telephone numbers or links added to this list, please email kmarshall@nhs.net.

Non NHS Services & Fees

Most services provided by the Surgery form part of our contract with the NHS, for which no charge applies. Listed below are a number of services which the Practice can provide on a private basis for which a fee applies.

A number of services are subject to VAT and are indicated with a *, VAT at the standard rate of 15% is included in the amount shown below:

Item/Service	Cost
Certificates/Letters	
Private sick note/certificate *	£114.62
Driving Licence/Photo endorsement *	£24.13
BUPA/WPA/PPP etc	£20.00
Character Reference/To whom it may concern type letter *	£21.93
Health Club/Fitness to Exercise	£20.00
Travel	
Freedom from infection certificate *	£15.31

Fitness to travel certificate *	£17.06
Holiday cancellation form - simple	£14.38
Holiday cancellation form - complex	£26.81
Passport Countersignature *	£24.13
Yellow Fever Vaccination	£48.75 (includes certificate)
Travel Vaccinations	Nurse will advise

Reports/Medicals

Sickness/Accident claim forms-Private Health *	£26.81
2nd or Subsequent claim form *	£14.62
Employers Report and opinion with examination	£148.00
Employers report without examination	£98.50
HGV/PCV and Taxi examination and report *	£82.83
Private Medical Appointment	£35.00