

## Useful Contact Details

The Village Surgeries Group	Telephone	(01829) 771588
	Fax:	
	Farndon	(01829) 270803
	Tattenhall	(01829) 771136
	Website	<a href="http://www.thevillagesurgeriesgroup.co.uk/">http:// www.thevillagesurgeriesgroup.co.uk/</a>
Extended Hours	Telephone	0300 123 7740 (Option 3)
NHS 111 (including Out of Hours)	Telephone	111
Countess of Chester Hospital	Telephone	(01244) 365000
Wrexham Maelor Hospital	Telephone	(01978) 291100

Last updated: 12/02/2019

## Welcome to The Village Surgeries Group



**Dr L Freeman** BM DRCOG FFP MRCGP

**Dr M Siddorn** MBChB MRCGP

### **Farndon Village Surgery**

Church Lane, Farndon  
Chester, CH3 6PT  
Tel: 01829 771588  
Fax: 01829 270803

### **Tattenhall Village Surgery**

Ravensholme Lane, Tattenhall  
Chester, CH3 9RE  
Tel: 01829 771588  
Fax: 01829 771136

[www.thevillagesurgeriesgroup.co.uk](http://www.thevillagesurgeriesgroup.co.uk)

### Opening Hours

Monday - Friday

8 am - 6.30 pm

Patients are seen by appointment only

Please read this leaflet carefully and keep it for future reference.

# Welcome to The Village Surgeries Group

The Doctors, Nursing staff and Administrative staff for The Village Surgeries Group share a commitment to provide the best medical care and a high standard of service.

## Practice Staff

### Doctors

**Dr L Freeman (f)**

BM, DRCOG, FFP, MRCP (1998 Southampton)

**Dr M Siddorn (f)**

MbChB, MCCGP (2007 Sheffield)

**Dr H Gillies (f)**

MBBS, MRCP, DRCOG (1980)

**Dr D McCarthy (f)**

MbChB (1995 Liverpool)

**Dr D Burke (f)**

MbChB, JCGPT, DTM&H

**Dr V Woodhouse (f)**

MbChB, DRCOG (2005 Manchester)

**Dr M Griffiths (m)**

MbChB, DRCOG, MRCP, Dip.Practical Dermatology

**Dr C Teplicky (f)**

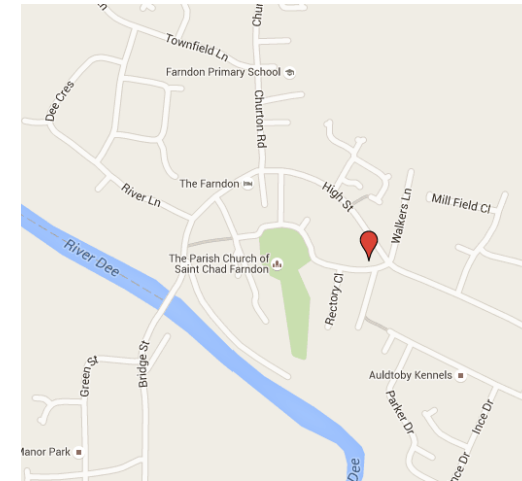
BA MS MBBS MRGCP

### Advanced Nurse Practitioner

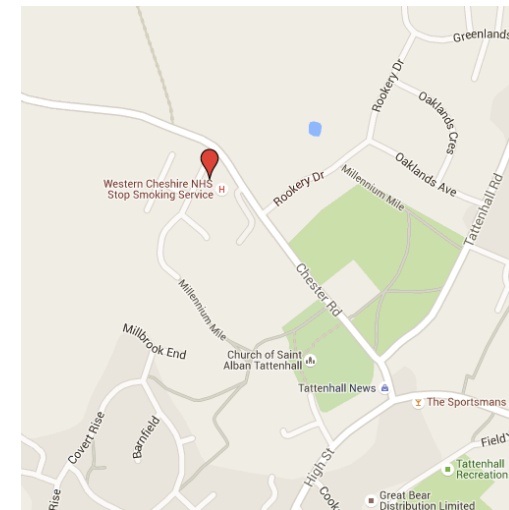
**Rosalind Mrozik and Gillian McCallum**

This is an advanced nursing role for which additional training has been undertaken. Our ANP's can assess, diagnose, treat, prescribe and refer for a wide variety of acute and chronic conditions.

## Location of Farndon Village Surgery



## Location of Tattenhall Village Surgery





## **What is Patient Access?**

With Patient Access, you can now view, book and cancel appointments from home, work or on the move; wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service; you can do this in your own time, day or night.

Patient Access is not just for booking GP appointments, you can also order repeat prescriptions, view your medical record and see test results.

## **How do I register for Patient Access?**

Please visit the Surgery website or Patient Access for information about registering.

## **Is my information secure?**

All information that is sent to your Surgery via Patient Access is secure. Your personal details are encrypted and protected using the highest standard internet security, so it cannot be intercepted. Only you and your GP Surgery are able to see this information.

For more information or to register for this service visit <https://www.patientaccess.com> or follow the directions on our website.

## **Nurses**

**Gill Woodhead**

**Laura Ratcliffe**

**Jane Brown**

Practice Nurses are qualified and registered nurses. They can assist with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma, diabetes, minor ailment clinics, child immunisations and carry out cervical smears.

## **Practice Management**

**Practice Manager** - Kate Evans

**Patient Services Manager** - Trevor Ferrigno

## **Reception**

Medical Receptionists are an integral part of a high functioning healthcare team. They create a friendly and welcoming front office for patients. They are responsible for maintaining a calm and efficient environment for fielding phone calls, answering patient questions, scheduling new and follow-up appointments, registering new patients and updating records. These professionals are charged with expertly coordinating the day-to-day activities of doctors, nurses and patients to ensure a focus on compassionate care, delivered on time.

## **Administration Staff**

There is also a number of administration staff who work behind the scenes. Their roles are office based and they ensure that all relevant documentation is processed accordingly.

## **Appointments**

Did you know that The Village Surgeries Group is able to offer you a wide variety of appointments to suit your specific needs.

### **Pre-bookable Appointments**

Pre-bookable appointments (up to two weeks in advance), allow you to visit the Surgery at your convenience on the day of your choice and at a time to suit your needs.

### **Appointments on the day**

Appointments on the day are arranged by ringing the Surgery after 8.00 am. Book on the day appointments are for urgent or acute problems. Please be prepared to explain to the receptionist the nature of your emergency so that we can deal with it appropriately.

### **Telephone Appointments**

Our Doctors and Nurses are pleased to discuss medical matters with you by telephone if this is more convenient for you. Our Receptionists will be pleased to arrange this for you. Simply telephone **01829 771588** to book.

### **Missed Appointments**

We ask that you phone us if you no longer need the appointment booked for you. By letting us know you cannot attend, the slot can be used by someone else.

### **Appointment Length**

Our appointment system allows each patient 10 minutes. Should you wish to discuss more than one issue, please inform the Receptionist who will arrange a double appointment for you.

### **If you require a specific Doctor**

It is your right to express a preference of Practitioner. However, we cannot guarantee an appointment within 48 hours. If you wish to see a particular Doctor it is advisable to book your appointment well in advance.

## **Violence Policy**

The Village Surgeries Group is committed to doing everything possible to protect staff, patients and visitors from unacceptable behaviour. For the safety and benefit of patients and staff alike, The Village Surgeries Group operates a zero tolerance policy towards abusive, aggressive and violent behaviour. In such cases a patient may be asked to leave the premises without being treated. In cases of abusive behaviour it is our policy to call the Police.

### **Patient Responsibility**

It is the patient's responsibility to notify the Surgery should you need to cancel or re-arrange an appointment. If you are asked to return for another appointment or to be reviewed, it is important that you make a new appointment and remember to attend.

### **Comments & Suggestions**

We welcome comments and suggestions to improve our service. If you wish to make a comment or have a suggestion about the Practice please contact the Patient Services Manager. Your feedback is always valued.

### **Complaints**

We make every effort to give the best service possible to everyone who attends our Practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Patient Services Manager who will deal with your concerns appropriately.

You can find a copy of our complaints leaflet on our website or available from Reception.

## Accessible Information Standard

Under the NHS Accessible Information Standard we are required to ensure that we make every effort to understand where our patients may have specific communication needs so we can help them appropriately. Visit our website for more information.

## Practice Policies

Patients have a right to see what is kept on their medical records. If you want to view your record, please ask reception for a form to complete and sign. You'll be required to present identification when returning your form, which will be photocopied for proof. Under GDPR you will be given Patient Access. This is an NHS secure on line facility where you can view and print your medical record at any time. You can also book appointments on-line, check any test results and order repeat medication. No information will be released without the patient's written consent unless we are legally obliged to do so.

## Confidentiality

### **At the Reception desk**

All information about our patients is treated as **strictly confidential**. If you have a problem that you are not happy to discuss at the Reception desk please ask to talk to the Receptionist in private.

### **Confidentiality and your data**

As a GP Practice, we have computer and paper records for all our patients. We are registered under the 1998 Data Protection Act and make every effort to keep patient information confidential and secure.

In some instances where a patient is receiving care from others and the NHS, it may be necessary to share this information so that all parties can work together for the benefit of patients. Anyone who receives information about a patient from us is under a legal duty of confidence. Written consent is required from patients when requests are made for the Practice to share information with other agencies (e.g. solicitors/insurance companies), and you may ask to view this information before it is provided.

## **Help us to help you**

- Be prepared to help us by giving the Receptionist, more information if requested. All of our staff are trained to handle and respect confidential information.
- If you wish to see a particular Doctor at a particular time on a non-urgent matter, please book your appointment with as much advance notice as possible.
- If you need to cancel your appointment, please ring and let us know. Appointments are always in great demand; a missed appointment could be used by someone else.

## **Home Visits**

If possible please try to telephone reception between 09:00 - 10:30am if you require a home visit.

You may only request a home visit if you are housebound or are too ill to visit the Practice. Your GP will only visit you at home if they think that your medical condition requires it.

## **Chaperones**

During your appointment with a Doctor, Nurse or Physiotherapist, you are welcome to ask for a chaperone. The Doctor, Nurse or Physiotherapist may also ask for a chaperone whilst they are examining you. This is for the benefit of both you and the Health Care Professional.

## **Access to the Surgery**

There is easy access for patients attending the Surgeries, with wheelchair access and toilet facilities for the disabled. Our staff are always available should you have any access or mobility issues.

## **Physiotherapy First**

Strains and sprains, muscle or joint pains or stiffness? You could see a physiotherapist instead of your GP. The aim of these appointments are to save GP appointments for medical conditions, as highly specialised physiotherapists they have a lot of experience in assessing and diagnosing problems with joints, muscles and bones. This will improve access for patients with musculoskeletal conditions.

Please enquire at either reception or call **01829 771588** to discuss booking your appointment

## Phoning the Surgery

We know our phone lines are very busy so we have increased the number of staff answering calls and the number of incoming lines. In a further attempt to improve this busy time of day we would ask you to **ONLY** call between 8:00 am and 9:00 am to **book or cancel your appointment**.

This will help keep our lines free.

Our new telephone system is organised as follows:

Time	Reason
8:00am - 9:00am	For booking or cancelling appointments. ONLY
9:00am - 6:30pm	For all other patient enquiries and appointments
2:00pm - 6:30pm	For test results. Please note our clinicians will contact you if they have any concerns about your results. It is not necessary to

## When We Are Closed

### NHS 111

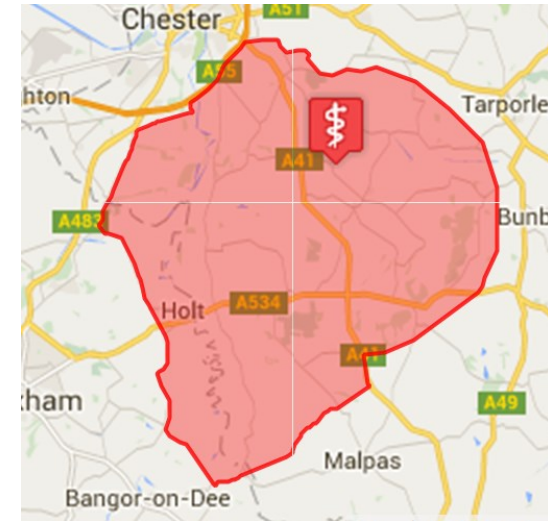
When the Practice is closed you can easily dial 111 and speak to a Triage Nurse.

NHS 111 is a fast and easy way to get the right help, whatever the time.

You should use the NHS 111 Service if you urgently need medical help or advice but it's not a life-threatening situation. They will ask you questions to assess your symptoms, then give you the health care advice you need or direct you straight away to the local service that can help you best.

You may be given telephone advice, be redirected to GP Out of Hours, invited to attend one of the treatment centres operated by the service, or (if you are not well enough to attend a centre) you may be given a home visit.

**Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.**



Please check your postcode is in the Practice catchment on the tool available on the website before registering.

The Practice will refuse an application to join its list if the patient does not reside in the area.

### **What if I move out of the Practice Area?**

When you move out of the Practice area you need to register with a local Practice. This ensures that you have cover in case a home visit is required. If you do not register elsewhere, you will be removed from the Practice list, and you will have 28 days in which to find a new GP.

### **What if I change my contact details?**

Let us know if you change your address or telephone number and please provide us with an email address and mobile phone number.

### **Temporary Residents**

If you don't live in the area but are staying here for less than three months you can register as a temporary resident.

## Registering as a Patient

Anyone who lives within the boundary on the map opposite can register as a patient.

Patients wishing to register with The Village Surgeries Group should visit during surgery hours and complete the appropriate form obtainable from Reception. (Assistance is available should this be required). We also ask you to fill in a new patient questionnaire which provides us with some of your health care history. It is also necessary that you provide identification for proof of your address.

All new patients can arrange to have a new registration appointment to discuss their current health status, concerns and medication. Once registered, patients can choose to see any of our Doctors, at either location.

The Health Visitor will see new patients under 5 years old shortly after registration. Patients over 75 years of age will be offered an annual health check.

No patient will be refused on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

### **Named Accountable GP**

NHS England require all Patients to have a named GP, who will have overall responsibility for the care and support that our Surgeries provide.

We allocate all of our patients to our two Partners, Dr Freeman and Dr Siddorn.

You will be told who your Named GP is when you register.

**BUT PLEASE REMEMBER YOU CAN STILL SEE ANY GP YOU WISH.**

### **Registration Forms Online**

Please note that the registration forms to register with us are available to be downloaded from our website, for you to complete at your convenience.

Once you have completed them, please sign and bring into either Practice along with two forms of identification, in order for us to register you.

## **GP Out of Hours**

If you require **urgent** medical attention when the Surgeries are closed (overnight, at weekends or during Bank Holidays) you can get advice from, or a consultation with, the Western Cheshire Out of Hours Service.

To access this service please dial **111**.

1829 Building, Countess of Chester Hospital, Liverpool  
Road, Chester CH2 1HJ

(Signposted GP Out of Hours)

## **GP Extended Hours Service**

All patients registered with GPs in Western Cheshire have the opportunity to book a **routine** appointment outside normal practice hours.

Appointments won't be with your own GP, but WILL be with a suitably qualified health professional such as a Doctor or a Practice Nurse.

<b>St Martins Clinic</b> (and Ellesmere Port Hospital)	<b>Helsby Health Centre</b>	<b>Tarporley Hospital</b>	<b>Malpas Surgery</b> (and Neston)
Mon-Fri: 6.30pm - 9:30pm Sat: 10.00am - 2.00pm Sun: 9.00am - 3.00pm	Mon-Tue: 6.30pm - 8:00pm	Wed, Thurs & Fri: 6.30pm - 8.00pm Sat & Sun: 9.00am - 2.00pm	Mon & Thurs: 6.30pm - 8.00pm Sat: 9.00am - 12.00pm

Appointments with the Extended Hours Service can be booked, up to two weeks in advance, by ringing **0300 123 7740 (Option 3)** between 8 am and 6 pm, Monday to Friday.

### **General Staff Training**

We firmly believe that all our staff need to be well trained and to keep up to date with ongoing changes in the day to day work at The Village Surgeries Group, like other Practices in the Chester area, we close for one afternoon a month.

**If you should need urgent medical attention during these hours, please telephone NHS 111.**

To find out the dates when the Surgeries will be closed for staff training, please visit the Surgery website.

## Clinics & Services

### Contraceptive Services

Contraceptive Services are available from all Doctors through normal surgeries. Emergency contraception is available via the pharmacy or a family planning clinic.

### Well Woman/Well Man Clinics

We offer regular well woman / well man clinics, including regular smear tests for women with our Practice Nurses.

### Non-NHS Services

Additionally we offer some services that are not available on the NHS, including reports for insurance purposes, private sick notes, medical examinations for HGV & PSV, assessment of fitness to participate in certain activities, travel vaccines etc. These services incur a fee.

## Tests & Results

### Test Results

Please call after 2pm to enquire about your test results, as our Reception staff will have more time to deal with your request.

Note that the Practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

It is your responsibility to check your results and to make an appointment to discuss them with a Doctor if you are advised to do so.

### Samples

Samples for testing at the local hospital should be brought to the Surgery before 11:30am.

## Prescriptions

Patients on long-term medication can order **repeat** prescriptions in a number of ways:

- **Online** - we encourage the use of Patient Access for repeat prescription requests. Please see our website for details.
- **By Hand** - drop your repeat prescription slip into one of the boxes provided at either Surgery.
- **By Post** - remembering to enclose a stamped addressed envelope if you want us to post it back to you.

The Surgery **DOES NOT** accept telephone requests for repeat prescriptions.

*Please allow 48 working hours between requesting and collecting your prescription. If you fax or email your requests in the evening or at the weekend, please be aware that we do not receive them until the morning of the next working day which is when the 48 hour clock starts.*

### Medication Reviews

Patients on repeat medication will be asked to see a Doctor, Advanced Nurse Practitioner or Practice Nurse at least once a year to review these regular medications.