

We Welcome New Patients to The Village Surgeries Group

<https://www.thevillagesurgeriesgroup.co.uk>

<https://www.facebook.com/thevillagesurgeriesgroup>

Tattenhall Village Surgery
Ravensholme Lane, Tattenhall
Chester, CH3 9RE
Tel: 01829 771588

Farndon Village Surgery
Church Lane, Farndon
Chester, CH3 6PT
Tel: 01829 771588

Opening Times

🕒 Tattenhall Village Surgery

| | |
|-----------|-------------------|
| Monday | 8:00 am - 6.30 pm |
| Tuesday | 8:00 am - 6.30 pm |
| Wednesday | 8:00 am - 6.30 pm |
| Thursday | 8:00 am - 6.30 pm |
| Friday | 8:00 am - 6:30 pm |
| Weekend | CLOSED |

🕒 Farndon Village Surgery

| | |
|-----------|-------------------|
| Monday | 8:30 am - 5.30 pm |
| Tuesday | 8:30 am - 5.30 pm |
| Wednesday | 8:30 am - 5.30 pm |
| Thursday | 8:30 am - 5.30 pm |
| Friday | 8.30 am - 1.00 pm |
| Weekend | CLOSED |

There is easy access for patients attending both Surgeries, with wheelchair access and toilet facilities for the disabled as well as baby changing facilities. Our staff are always available should you have any access or mobility issues. If you need further help with any disability, then please make us aware of this.

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

Welcome to The Village Surgeries Group

The Doctors, Nursing 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 M Siddorn (f)

MbChB, MCCGP
(Sheffield 2007)

Dr C Teplicky (f)

MBBCh MRCGP
(London 2018)

Dr A Jones (f)

MBBCh MRCGP
(Leeds 2020)

Dr L Freeman (f)

BM, DRCOG, FFP, MRCGP
(Southampton 1998)

Dr H Gillies (f)

MBBS, MRCP, DRCOG
(London 1980)

Dr M Mottershaw (f)

MBBCh MRCGP
(Liverpool 2010)

Advanced Nurse Practitioners (ANP)

Gillian McCallum, Joanne Whitby and Ruth Carter Jones

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.

Nurses

Gill Woodhead, Jane Robertson, Nicola Gibson and Lucie Davies

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. Responsible for all business and administrative functions. Kate has a team of fully trained staff to provide support to the clinical team.

Patient Services Manager - Trevor Ferrigno. Responsible for patient facing services, Data Controller and complaints management.

Reception Staff

Medical Receptionists are an integral part of our high functioning healthcare team. They create a friendly and welcoming environment for patients. They are responsible for maintaining a calm and efficient office; managing phone calls, answering patient queries, scheduling new and follow-up appointments, registering new patients and updating records. These professionals expertly coordinate the day-to-day activities of our doctors and nurses and patients to deliver patient centred care.

Administration Staff

A number of administrative staff work behind the scenes. Their roles are office based and they ensure that all relevant documentation is processed accordingly and in a timely manner.

Registering as a patient

Check your address falls within our catchment area.

We have an open list and welcome requests for registration from patients living in the catchment area (practice boundary region)

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

Click below to see if you are in our Catchment Area by putting your postcode into our [Practice Boundary Map](#)

How to register

Patients wishing to register need to read and complete the following 2 forms:

- a Registration Form (GMS1) ([Registration Form link](#))
- a New Patient Questionnaire. ([NPQ link](#))

These forms are available from reception or can be downloaded from

Completed forms should be returned in person to the surgery reception during opening hours. You will need to provide **proof of identity** and **proof of address** for each person when handing in your forms.

Please provide **ONE** document from each of the lists:

| Proof of Identity | Proof of Address |
|----------------------------|---------------------------------|
| Passport | Utility Bill /Council Tax Bill |
| Driving Licence | Bank/Building Society statement |
| Birth/Marriage Certificate | Payslip (with Address) |
| Bus Pass | Mortgage Statement/Rent Book |

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

What happens after registration?

All new patients will be provided with a Practice Information Leaflet or you can access this from the website ([link](#)). In addition you will be registered for our online services when you join the Practice.

Please see details [here](#).

The health visitor will see new patients under 5 years of age shortly after registration.

Patients over 75 years of age will be offered an annual health check, either at the Surgery or in their own home if they are housebound.

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. You will need to fill out a Temporary Services Form GMS3, which can be picked up from the Surgery.

What if I move out of the Practice Area?

You would need to register with a practice near to your new address. 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 30 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.

Named Accountable GP

NHS England require all Patients to have a named GP. We allocate all of our patients to our two Partners, Dr Freeman or 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.**

Appointments

The quickest and easiest way to book an appointment is by using our online booking which as a new patient you have been set up to use.

For more information on our online services go to:

<https://www.thevillagesurgeriesgroup.co.uk/online-services-2>

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.

Pre-bookable Appointments - You can book online!

Pre-bookable appointments (up to two weeks in advance), allow you to book an appointment 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 with telephone appointments. These can be booked via Reception or online. Bookable up to two weeks in advance with online booking.

If you require a specific Doctor - You can book online!

It is your right to express a preference of Practitioner. If you wish to see a particular Doctor it is advisable to book your appointment online and well in advance.

Home Visits

You may only request a home visit if you are housebound or are too ill to visit the practice. A GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.

Any request for a possible home visit should be made by telephone between **9:00am - 10:30am**. Due to demand on our GPs we will be unable to take home visits requests after **10:30 am**.



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.

Physiotherapy First - You can book online!



Strains and sprains, muscle or joint pains or stiffness? You could see a physiotherapist instead of your GP. As highly specialised physiotherapists, they have a lot of experience in assessing and diagnosing problems with joints, muscles and bones.

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.
- It is not always necessary to see a GP/ANP. Our staff are trained to signpost you to the most appropriate Healthcare professional for your condition.
- 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.

Phoning the surgery

We know our phone lines are busy so we have increased the number of staff answering calls and the number of incoming lines. Please **ONLY** call between **8:00am and 9:00am** to book or **cancel your appointment**. This will help keep our lines free.



Our telephone system is organised as follows:

| Time | Reason |
|-----------------|---|
| 8.00am - 9.00am | For booking or cancelling appointments, ONLY . |
| 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 phone us. |
| 9.00am - 6.30pm | For all other patient enquiries and appointments. |

When we are closed

NHS 111

When the Practice is closed you can easily use **111**. You can go online at <https://www.nhs.uk/111> or simply dial **111**.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

You answer questions about your symptoms on the website, or by speaking to a fully trained adviser on the phone.

Depending on the situation you'll:

- Find out what local service can help you
- Be connected to a nurse, emergency dentist, pharmacist or GP
- Get a face-to-face appointment if you need one
- Be given self-care advice



**Just think
111 online first**

When you think you need A&E,
go to [111.NHS.UK](https://www.nhs.uk/111)

NHS

111 Help us help you

111

GP Enhanced Access

All patients registered with a General Practice 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 Nurse.

To book an appointment call the surgery between 9am and 6.30pm, Patients will be given an appointment at the most convenient location for them. Enhanced Access appointments can be booked up to two weeks in advance.

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. 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: <https://thevillagesurgeriesgroup.co.uk/opening-hours-2>

Calling 999

Always call 999 if someone is **seriously ill or injured and their life is at risk.**

For example when the person you are calling 999 on behalf of:

- has experienced a loss of consciousness
- has persistent, severe chest pain
- has breathing difficulties
- has severe bleeding that cannot be stopped



A 999 call **should only be made in a genuine emergency.**

Repeat Prescriptions

You can order your repeat prescription in the following ways:

- **Patient Access or NHS account/NHS App.** – this is the easiest way to order repeat prescriptions as the request goes straight to the surgery. [Online Repeat Prescription Link](#)
- **Repeat Prescription Box** – post your 'repeat medication slip' in one of the boxes provided in reception at either surgery.
- **Post** - your 'repeat medication slip' to us – please ensure the envelope is clearly marked "Repeat Prescriptions – VSG" – if you need your prescription posting back to you, please enclose a

English Patients - Prescription Info

All prescriptions are set up to go electronically to a Pharmacy (see information on EPS ([link](#))).

Where you have not specified a Pharmacy, the closest one to you has been selected as **your nominated pharmacy** (e.g. Well Tattenhall, Farndon Pharmacy or Waverton Pharmacy). If you are not sure where your prescriptions are set to go or you wish to change your nominated Pharmacy, please get in touch with the Surgery.

Welsh Patients - Prescription Info

All prescriptions for Patients who are **over the age of 60 years** and who live in Wales, are now set up to go electronically to a Pharmacy (see information on EPS ([link](#))).

If you are **under the age of 60 years** and live in Wales, all Prescriptions will now have to be picked up from the Farndon Surgery. If you wish to receive your Prescription by post, please drop off a stamped addressed envelope at the Surgery.

Repeat Prescriptions – cont

Please order your medication in a timely manner, ensuring you have enough medication to see you through bank holidays or time spent away from home.

Generally, **4 working days** from receipt to collections is required. The following is a guideline.

Request Received by Surgery

Monday
Tuesday
Wednesday
Thursday
Friday

Collect from Pharmacy

Friday
Monday
Tuesday
Wednesday
Thursday

Medication reviews



Patients on repeat medication may be asked to see a clinician at least once a year to review these regular medications. Please ensure that you book an appropriate appointment when invited to do so, to avoid unnecessary delays to further prescriptions.

Clinical Pharmacist & Medicines Manager

We have both a Clinical Pharmacist and Medicines Manager who are designated members of staff responsible for dealing with prescription and medication changes. Please note they cannot take repeat prescription requests over the telephone and all requests for repeat medication should be made as above.

Access to Medical Record

Patients have a right to see what is on their medical records. As a new patient you are automatically given online access to your medical record.



The NHS App is a secure online 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.

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. Please speak to Reception if you require more information.



Violence and Abuse 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. In cases of abusive behaviour it is our policy to call the Police.

Cancellation Policy

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.

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.

Comments and 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.

Subject Access Requests

The General Data Protection Regulations require that a Subject Access Request (SAR) can be requested. As your medical record is confidential we will be unable to complete any SAR without proof of identity. The SAR request form can be found on our website.



You may find it more convenient to use the NHS App which will enable you to view the data we hold on you at a time convenient to you. This service also enables you to order repeat medication online, have your prescription sent electronically to the pharmacy of your choice and book GP appointments.

For more information on our Practice Policies please visit our website.



Patient Participation Group

Who we are and what we do

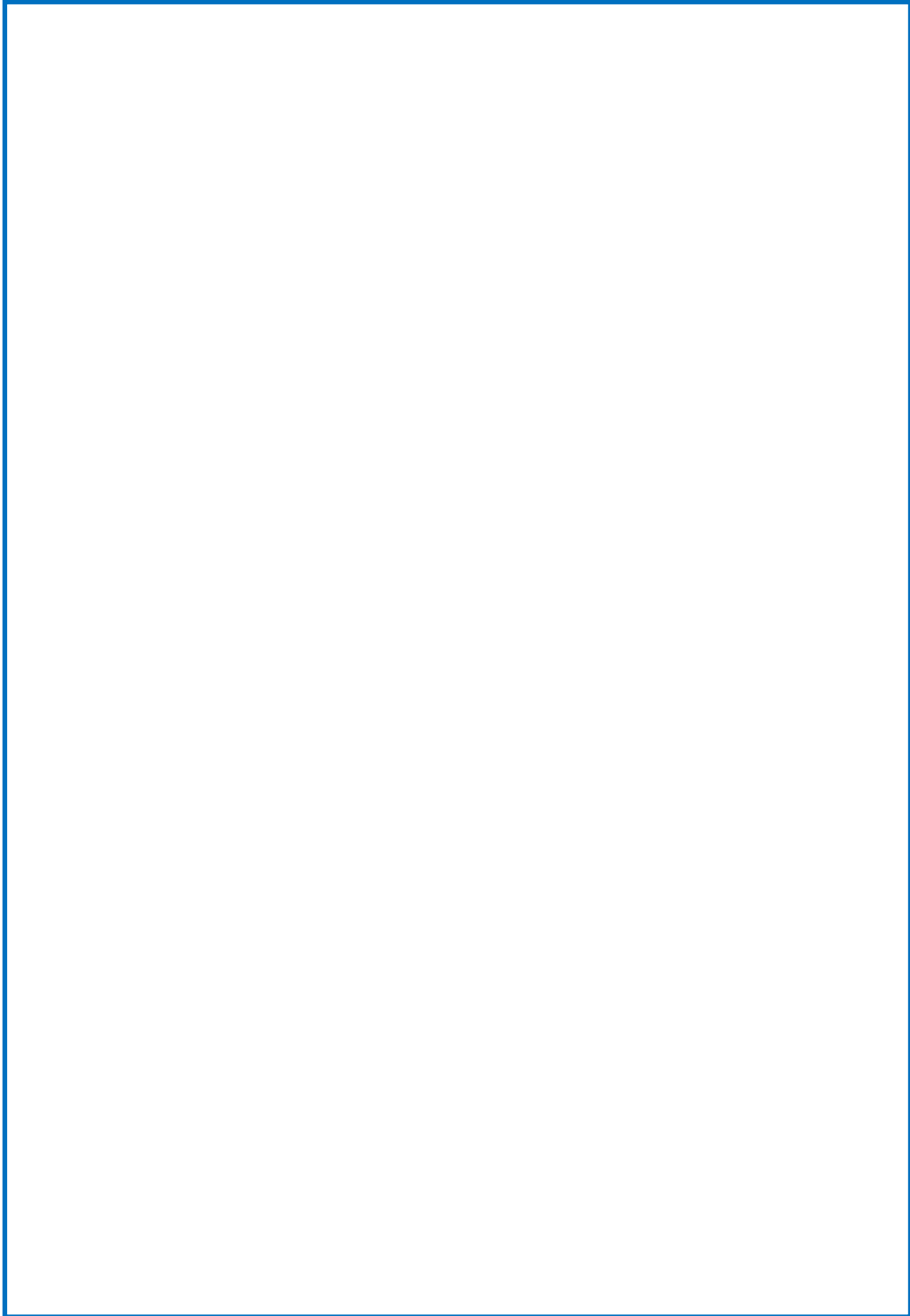
The PPG was formed in 2017 and our role is to be a 'critical friend' to the Village Surgeries Group (VSG). We advise the VSG on the patient perspective and provide insight into the responsiveness and quality of services. It is very much a 2-way dialogue, with the Practice using us as a consultative group for any planned changes.

We have carried out 2 patient surveys to ensure your views are appropriately represented. We also work with the VSG, as well as other rural surgeries in Cheshire West, to encourage patients to take greater responsibility for their own health.

A key part of our role is communication. We provide a quarterly digital newsletter which is emailed by the Practice to all patients for whom the Practice holds an email address. In addition, the newsletter is posted on the Practice website, Facebook site and hard copies are available on the noticeboards in each surgery waiting room.

Do you want to join us?

Any patient registered at the Practice can become involved with the PPG to strengthen our voice – not only on local Practice issues but importantly in the context of rural Cheshire West too. We are an informal group, and we try to inject some 'fun' into our meetings. Meetings are held on the second **Wednesday** of every month at 6.30pm; alternating between zoom and face to face. If you are interested please email vsg.ppg@nhs.net



Practice Policies

GDPR - Patient Privacy Notice

The Village Surgeries Group has a legal duty to explain how we use any personal information we collect about you. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

What information do we collect about you?

We will collect information such as personal details, including name, address, records of appointments, telephone calls, your health records, treatment and medications, test results, etc. to enable us to deliver effective medical care.

How we will use your information

Your data is collected for the purpose of providing direct patient care. However, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest.

In order to comply with its legal obligations, this practice may send anonymous data to the NHS when directed by the Secretary of State for Health under the Health and Social Care Act 2012.

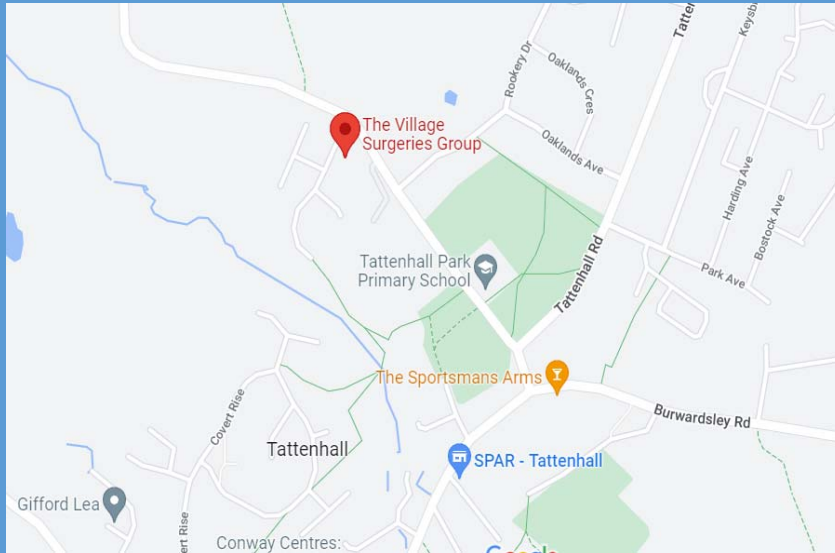
Confidentiality

You can be assured that anything you discuss with any member of the surgery staff, will remain confidential. Even if you are under 16, nothing will be said to anyone, including parents, other family members, care workers or teachers, without your permission.

The only reason why we might want to consider passing on confidential information without your permission would be to protect either you or someone else from serious harm. In this situation we would attempt to contact you first. If you have any worries or queries about confidentiality, please feel free to talk to a member of staff.



Location of Tattenhall Village Surgery



Location of Farndon Village Surgery



Useful Contact Details

| | | |
|-------------------------------------|-----------|---|
| The Village Surgeries Group | Telephone | 01829 771588 |
| | Website | https://www.thevillagesurgeriesgroup.co.uk/ |
| | Facebook | https://www.facebook.com/thevillagesurgeriesgroup |
| | | |
| NHS 111 | Telephone | 111 |
| Countess of Chester Hospital | Telephone | 01244 365000 |
| Wrexham Maelor Hospital | Telephone | 01978 291100 |
| Farndon Pharmacy | Telephone | 01829 270364 |
| Tattenhall Pharmacy | Telephone | 01829 771294 |
| Waverton Pharmacy | Telephone | 01829 336677 |