

The Sixpenny Handley And Chalke Valley Practice

The Surgery, Dean Lane, Sixpenny Handley, Salisbury, SP5 5PA

Telephone: 01725 552500

Email: bswicb.reception.sph@nhs.net

The Surgery, Doves Meadow, Broadchalke, Salisbury, SP5 5EL

Telephone: 01722 780282

District Nurses: 01258 450717

Internet site: www.sixpennydocs.co.uk

Dr Mark Morgan MB BS (Lon 1987), DFFP, FRCGP

Dr Gillian Hawdon MB BCh 2006

Emergency Numbers. Urgent Care Service 111

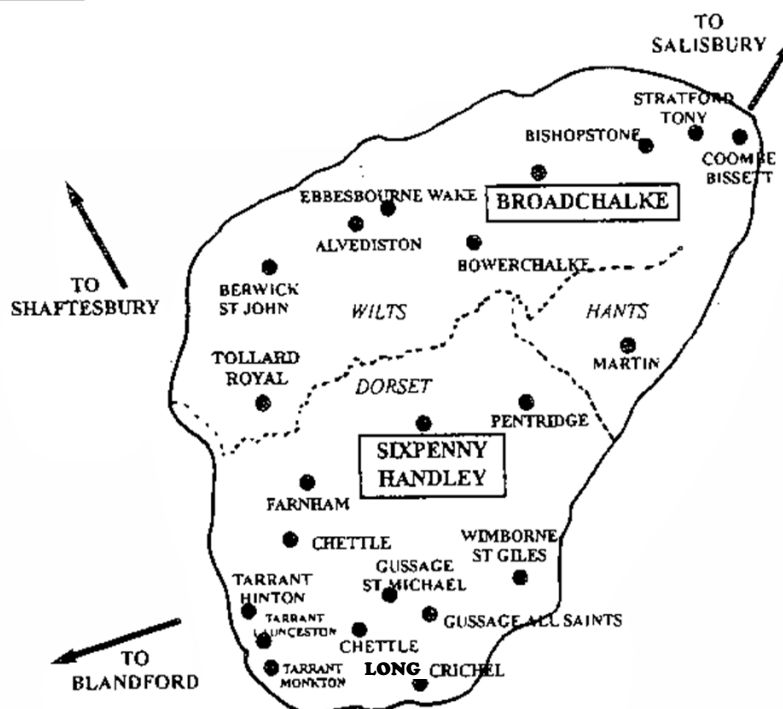
Welcome To Our Practice

This booklet is written to help you to get to know the services we provide. We hope you will find it useful. Please keep it for future reference. Our practice charter details the local standards set within the practice for the benefit of our patients. If you would like to see it please ask at reception.

The Practice Area

The practice serves the area bounded by the Tarrant Valley *to the West*; the Salisbury/Shaftesbury Road (more or less) *to the North*; Long Crichel, Cranborne, Martin and Coombe Bissett *in the South*.

PRACTICE AREA



The Surgeries

We are a well-established practice, having two fully equipped surgeries with full disabled access looking after approximately 4500 patients. Broad Chalke tends to serve the Chalke Valley and Sixpenny Handley the remainder. You are welcome to attend either surgery. Sixpenny Handley is the administrative centre for the practice and the Practice Manager is based there.

Surgery Opening Hours

	Sixpenny Handley Surgery			Broadchalke Surgery	
	AM	PM	Late	AM	PM
Monday	8.00-1.00	2.00 – 6.30		Closed	Closed
Tuesday	8.00-1.00	Closed		8.00 - 1.00	2.00 – 6.30
Wednesday	8.00-1.00	2.00 – 6.30	6.00-8.00	Closed	Closed
Thursday	8.00-1.00	Closed		8.00 - 1.00	2.00 – 6.30
Friday	8.00-1.00	2.00 – 6.30		Closed	Closed
Saturday	Closed			Closed	

- **Except Bank holidays**

Registering With The Practice

New patients and their families are always welcome to register with the practice. If you wish to join the practice you can register on-line @ www.sixpennydocs.co.uk or bring in / email a driving licence, utility bill / bank statement issued within the last three months and for any of your immediate family who also wish to register (except children if registering with parents). You will be asked to complete registration forms (available on-line). We can only accept patients who live within our practice area. When you join you will be allocated a named GP in accordance with government regulations. Please ask if you would like to know who this is and let us know if you would like to change.

Appointments

Consultations are by appointment. To make an appointment please phone Sixpenny Handley **01725 552500** or Broadchalke **01722 780282**.

Please make an appointment for each person who needs to be seen. Doctor's sessions can vary. Please see the enclosed sheet of current surgery times. Please tell the receptionist when you make an appointment if you are expecting test results.

If we think further advice and care not available within our team is necessary, we will arrange it. If you would like a second opinion please tell us so that we can discuss the best approach.

If you are unable to keep an appointment please let us know in good time so that another patient may be seen. We are able to offer a text messaging reminders of any appointments booked. If you would like to sign up for this then please speak to one of our receptionists.

For urgent same day appointments we operate a triage service – please call before 11am for a phone consultation.

The Primary Health Care Team

As Doctors we work closely with our nurses, attached staff and district nursing team. We are supported by our Practice Manager, Receptionists and Dispensers. The Practice Manager is responsible for the general management of the practice. The team are shown below:

Doctors	Dr Mark Morgan (Partner) Dr Gillian Hawdon (Partner) Dr Charlotte MacPherson (GP)	Reception Lead	Becky Wallworth
Practice Manager	Maxine Jenkins	Receptionists	Angela Bennett Myrna Horton Hazel Killeen Elaine Keeble Jane Laing Kirsty Pollock Michelle Woolley
Clinical & Finance Manager	Kate Godden		
Finance	Pauline Figg	Phlebotomists	Jackie Butchart Becky Barrett-Mead
Dispensary Lead	Karen Corfield		
Dispensers	Kate Leonard Jane Orman Debbie Jacobs	Carers Lead	Hazel Killeen
Dispensing Assistants	Carolyne Bowes Anne Wills	Attached staff:	
Nurses	Hollie Barnes Juliet Proctor	Care Co-ordinator	Diane Stage
General Practitioner Assistant (GPA)	Becky Barrett-Mead Sarah Stonton-Shirley	MSK	Yvonne Dumas
		Diabetes Specialist Nurse	Karen McDonnell

Your right to see a Doctor or Nurse

Once registered with us, you will be entitled to consult a doctor or visit a nurse, and during that consultation the clinician will make such inquiries and undertake such examinations as appear to them to be appropriate, regardless of how long has elapsed since your last visit.

The Doctors

As partners we work closely together. Although for technical reasons you are registered with one doctor you are able to consult any of us, although we would encourage you to regard one of us as your regular doctor. If you wish to see a particular doctor please make this clear when you contact the surgery to make the appointment.

- *Dr Morgan*
- *Dr Hawdon*
- *Dr MacPherson*

Nurses

Appointments can be made with any of the Practice Nurses without a referral from a Doctor. Duties undertaken by the Nurses within the surgeries include

- Immunisations
- advice on health promotion and disease prevention
- dressings
- removal of stitches
- well person checks
- Flu clinics
- Cervical smears
- Advice about conditions e.g. asthma and diabetes
- Advice about diet, weight loss and obesity

Prevention Is Better Than Cure

We offer services to promote good health and prevent ill health. We recommend:

- German measles immunisation for women of child bearing age with a routine check before you first become pregnant
- blood pressure and weight check every 3 years over the age of 16, available in the waiting rooms at both Sixpenny Handley & Broad Chalke practices.
- influenza immunisation in October for those aged over 65 years, or those at risk from chest infections e.g. people with diabetes, heart disease, severe asthma or chronic lung disease.
- Covid vaccinations for eligible patients
- Shingles vaccines for eligible patients
- Pneumococcal vaccines for eligible patients

Other Patient Services

- Asthma Checks
- Childhood Immunisations
- Diabetic Checks

Blood Tests: These are carried out by appointment with the phlebotomist. Whenever you have a test please ensure you find out what the result is. When phoning for results please phone after 2pm.

Carers Group: The Practice holds regular carers meetings at both Sixpenny Handley & Broad Chalke – please ask at reception or check website for dates.

Home Visits

If you are unable to come to the surgery, you can request a home visit which will be assessed by a doctor. Please request home visits before 10 am. Please attend at the surgery whenever possible.

Out Of Hours Cover

If you are unwell after 6.30pm in the week or any time at weekends phone **111** and you will get through to the Urgent Care Service (UCS). Your call will be answered by a trained member of staff. Certain personal information, such as your name, phone number, address and date of birth, will be required. They will then pass your details straight to a doctor who will ring you back to obtain more information about your problem, and, with you, decide the best option for you.

Monday to Friday 6.30 – 10.00pm, Saturday and Sunday 8.00am – 8.00pm, there is a Walk-in Centre available –
Salisbury Walk-In Centre
Millstream Medical Centre,
Avon Approach,
Salisbury,
SP1 3SL
[01722 331191](tel:01722331191)

If it is an emergency please dial **999**.

NHS 111 also provides medical advice 24 hours a day on telephone number **111** or www.nhs.uk

The Bath & North East Somerset, Swindon , Wiltshire Integrated Care Board has responsibility for commissioning the Out of Hours Cover in our area.

Emergencies

Please call 999.

Temporary Residents

If you are temporarily living in the area (for up to 3 months), you can apply to register as a Temporary Resident.

Private Patients and Foreign Visitors

Foreign visitors may be treated as private patients. Please enquire about the current fee scale for this. Visitors from some countries are entitled to NHS treatment as temporary residents. Please ask for details.

Data Protection

When you register as a patient with the practice your details are passed to the local Health Authority who will update their records accordingly and arrange for transfer of your medical records from your previous doctor. In addition other NHS members may have access to your personal information for example if you are receiving hospital treatment. The practice is registered under the Data Protection Act.

Dispensing

We are a dispensing practice which means we will dispense new medicines whenever possible before you leave the surgery following your consultation. Occasionally we may not have an item in stock and you will be asked to return within a few days to collect your medicine or you may take the prescription to a chemist.

When new medication has been recommended by a specialist (NHS or Private) or other healthcare worker outside the practice it will be necessary for the GP to receive notification for this medication from the specialist or other healthcare worker before this to be added to your repeat ordering list before we can dispense it. This may mean a delay until your medication is ready. If your specialist indicates it is urgent to start new medication, they should provide you with a prescription which may be dispensed by the hospital pharmacy or a retail chemist. We cannot dispense these prescriptions for you.

For repeat prescription requests we require 4 working days notice. Please hand in your repeat prescription slip to either surgery, post it to Sixpenny Handley Surgery or order on-line (please ask at reception if you do not have on-line access). Requests received after 3pm count as requested the next working day.

Medicines can be collected between the hours of 10am-1pm and 2pm-6pm when the surgery is open (please see opening times for both surgeries) or if you have signed up for pharma-self machine you can collect your medication 24hours a day.. If you require medication **urgently when the surgery is closed** you can call the out of hours service who will try help if they can.

All repeat prescriptions are dispensed at Sixpenny Handley Surgery but may be collected from your usual surgery. The normal prescription charges and exemptions apply. Usually a month's supply will be dispensed and you will be advised how often it can be repeated before it needs to be re-authorised by the doctor.

Out of Date or Unwanted medicines should be returned to the surgery for safe disposal.

Do You Pay For Your Prescriptions?

Prescriptions are free for:

- patients who are under 16 years of age or over 60 years of age
- patients who are under 19 years of age in full time education
- patients who have a current maternity/medical or War Pensions exemption certificate
- patients or their partners currently receiving Income Support or Family Credit
- patients or their partners receiving income-based Jobseekers Allowance
- patients entitled to or named on a valid NHS Tax Credit Exemption Certificate or current HC2 charges certificate
- patients whose partner gets Pension Credit guarantee credit (PCGC)

If you cannot get free prescriptions a **pre-paid certificate** may save you money if you need more than five prescription items in four months or fourteen items in twelve months.

Confidentiality

Information about you will only be given to outside bodies with your signed consent, which will be held with your records.

All patient information is considered to be confidential and we comply fully with the Data Protection Act and Caldicott principles. All employees in the practice have access to this information in relation to their role, have confidentiality clauses in their contracts of employment and have signed a confidentiality agreement. All staff

members adhere to the Confidentiality: NHS Code of Practice 2003.

To ensure safe and effective care, patients' information may be shared with other parties within the care team who are involved in their direct care. Where a patient wishes information not to be shared within the team providing direct care, then they must discuss this with their GP and a note in the record made.

Patient information will not be shared outside of the direct care team without consent being sought. An individual has the right to refuse to have their information disclosed, although this may have an impact on their care, and their wishes will be complied with.

It is imperative that when it is right to release details to 3rd parties that the information only includes what has been asked for and not necessarily the full record.

There is currently one national data extraction from which patients may wish to “opt out” – the Summary Care Record:

The SCR enables healthcare staff providing care for patients in an emergency and from anywhere in England to be made aware of any current medications or allergies the patient may suffer from. This information from every patient record is sent electronically up to the Spine in order for this to happen. If patients wish their information to be withheld from the SCR, they can “opt out”. Please ask at reception for the SCR Opt-out Form or download from: systems.hscic.gov.uk/scr/library/optout.pdf

Patient Participation

We have a Patient Participation Group to help us plan future changes in the Practice. This consists of about 150 members, all patients, embracing a wide age range and representing all groups within the practice, including those people who seldom come to visit us. Because of the size of the group it is not be practical to meet physically and we communicate predominantly by email and the internet.

If you are interested in joining please email: carers.sph@nhs.net
Stating your name and first line of address

We will not respond to any medical questions via this email. We will store your email address in an email group but it will not be shared with anyone outside the surgery, not even with other members of the group unless you specifically ask.

The information with which you supply us will be used lawfully, in accordance with the Data Protection Act 1998.

The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

GPES (General Practice Extraction Service)

This is a national tool for using information held by General Practice about the prevalence of different diseases to guide NHS policy. Normally all the data that is collected will be anonymous, no names, dates of birth, addresses or NHS numbers. Occasionally the Department of Health or a commercial enterprise may want to extract data which is not anonymous. To do this they will have to submit their request to an independent review body who will assess it before sending it to us. We then have the option of accepting it or not. Currently we do not agree to any such requests. If you want to make sure that your information is **not** extracted please complete a Care Data opt out form which can be obtained from either reception desk.

Chase Community Friends

The Chase Community Friends offer voluntary support services to everyone who needs it within the Cranborne Chase Villages.

The Chase Community Friends also offer transport for hospital, surgery or dental appointments (there is a voluntary contribution scheme to help with expenses)

Telephone: 01258841321

Chalke Valley Link Scheme

The Chalke Valley Link Scheme has operated since 1 January 1997 and was awarded The Queen's Award for Voluntary Service in 2006.

The Scheme covers the entire course of the River Ebble, an area running westwards from Britford/Bodenham to Berwick St John. It includes Odstock, Nunton, Homington, Coombe Bissett, Stratford Tony, Bishopstone, Broad Chalke, Bowerchalke, Fifield Bavant, Ebbesbourne Wake and Alvediston.

It is an independent organisation managed by local people responding to the needs of the local community. It enjoys the support of some 70 volunteers who help by providing transport and other practical good neighbour support in a local, personal and friendly way to those in the Community who need it.

Journeys are likely to include those to surgery or hospital appointments, collecting prescriptions, other medical related journeys, visiting relatives or friends in hospital, shopping or other personal business.

Other support encompasses the other types of support that would be offered by a 'good neighbour'. Typical areas might include sitting to relieve a carer, companionship, assistance with shopping, changing library books, light gardening, dog walking, temporary assistance at home on discharge from hospital or in case of illness, or providing company on a short walk.

The Scheme cannot go so far as to be a substitute provider of services that fall within the province of Adult and Community Services or the National Health Service. Neither can the Scheme provide personal care such as assistance with washing, dressing, toileting or bathing: those tasks should only be carried out by trained personnel.

The Scheme is financed by voluntary contributions, fundraising and grant aid. There is no charge, but you are invited to make a donation towards our running costs, including the cost of transport. Please give us as much notice of your request as possible: our co-ordinators, drivers and other helpers are all volunteers, and there may be times when we do not have a volunteer available to answer your call in person, or, at short notice, to provide the transport or other good neighbour support that you need.

If you need help with transport and you live in Broad Chalke, Bowerchalke, Fifield Bavant, Ebbesbourne Wake, Alvediston or Berwick St John, please ring 01722 780800.

If you need help with transport and you live in Britford, Bodenham, Nunton, Homington, Coombe Bissett, Stratford Tony or Bishopstone, please ring 01722 718780.

Management Of Common Ailments

You may not need to see the doctor for treatment of the more common ailments. You can buy some medicines over the counter. Here are some common sense measures you may find helpful.

Colds and Influenza: colds are caused by viruses. Take the recommended doses of paracetamol for the aches and to keep the temperature down. Drink plenty of fluids and do not worry if you don't feel like eating. You will often feel much better in a few days. Antibiotics usually do not help.

Temperature: this is very common - even with mild infections. In a child it can be reduced with paracetamol elixir which can be bought over the counter. Fluids and a bath in tepid water can also help. A child or adult suffering from a temperature will come to no harm if brought to the surgery for examination.

Diarrhoea and Vomiting: this is often self-limiting and while unpleasant is in fact a natural way of clearing the virus from the system. It will usually get better on its own. If the patient is vomiting, avoid all food. Take plain fluids (not milk) and sachets of powder such as Dioralyte or Electrolade which help replace minerals and lost fluid. These are available from a chemist. If the condition continues or it affects a young child or baby the doctor will be happy to advise by phone whether you should visit the surgery.

Strains and Sprains: reduce the amount of swelling as soon as possible by applying a very cold dressing for 10-15 minutes (frozen peas are very useful). Keep the limb raised and rested. If you think the limb is broken go to your nearest accident unit.

Earache: this is often caused by a viral infection and can be coupled with a high temperature. In many cases paracetamol or ibuprofen in the recommended dose will alleviate the symptoms as will elevating the head of the bed. If the earache persists please contact the surgery in working hours for an appointment.

Worms: although unpleasant, worms are very common in school age children. The whole family requires treatment which can be obtained from a chemist.

Nose Bleeds: sit in a chair and lean forward with the mouth open. Pinch your nose just below the bone for up to 30 minutes until the bleeding stops. Rest afterwards, avoid hot food and drink, and alcohol. If the above measures do not work or the nose bleeds are persistent consult the surgery. Resist the temptation to stop squeezing to assess progress.

Burns and Scalds: apply cold running water for at least 15 minutes as soon as possible. A loose dry dressing can be put on an unbroken area of skin. If the skin is broken or the burn larger than 4 inches ring the surgery for advice.

Ibuprofen suspension is very effective at lowering temperatures in children and is available over the counter at a chemist.

The doctors are happy to give further advice. Please ring before 10am if you wish to speak to a doctor. You may be asked to leave your telephone number and someone will get back to you after surgery has finished. This may be later in the day so please tell us if you will not be near the telephone at certain times of the day.

Surgery Equipment Fund

The surgery equipment fund is used to purchase equipment for the benefit of patients of the practice. It is funded by donations from individuals, clubs and societies. All donations are gratefully received. Equipment already purchased with the fund includes

- Doppler for leg ulcers
- ECG Machine
- Nebuliser Supplies
- Weighing scales for both waiting rooms
- Screens for both waiting rooms
- Oxygen Cylinders
- Defibrillator in each surgery
- Blood pressure monitors for waiting rooms

And finally

Our aim is to provide you with a high standard of medical treatment and care. We are anxious to learn of any instances where you may feel that we have fallen short of our aim. We take any comments seriously and you are free to talk to any doctor or member of staff when you feel a matter could have been better handled. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

For any issue serious enough to make you feel you have a complaint, we have set up an in-house complaints procedure so that you can tell us of your dissatisfactions and so that we can investigate thoroughly, explain what has happened and take action to remedy any deficiency. You will find our Practice charter displayed in each waiting room. A leaflet outlining our complaints procedure is available from reception. We also always welcome suggestions and favourable comments!

Our local Integrated Care Board is:-

Bath & North East Somerset, Swindon & Wiltshire Integrated Care Board (ICB)

Jenner House

Unit E3

Langley Park

Avon Way

Chippenham

SN15 1GG

Tel: 03003047500 (Mon – Fri 9am to 5pm)

This leaflet is for the information of the patients of the Practice and is not for distribution.

We want to help you to enjoy the best possible health. We will try to do this by advising you how to prevent ill health; treating conditions when necessary and reducing the distress of conditions that cannot be cured.

Our Responsibilities

We are committed to giving the best service we can.

We will treat you as a partner in your care with courtesy, respects and confidentiality.

You will be able to see the doctor or nurse of your choice within 2 or 3 working days if they are available, and one of the other doctors or nurses sooner.

We allow 10 minutes per consultation - during this time all the work related to the consultation is carried out.

If we think further advice and care not available within our team is necessary, we will arrange it.

We will try to see you within 30 minutes of your appointment time. You will be offered an explanation if we cannot do this.

We will dispense new prescriptions whenever possible before you leave the surgery following your consultation. Occasionally we may not have an item in stock and you will be asked to return the next day to collect your medicine or you may take the prescription to a chemist.

Repeat prescriptions will be reviewed regularly.

If you are not able to come to the surgery we will visit you at home on the day requested. The degree of urgency will be assessed on the information given when the request is made.

We will try to answer the phone promptly.

We will discuss the results of your tests or hospital reports at your next consultation or we will advise you when and how to obtain the results.

We will provide to the best of our ability safe and healthy working conditions for staff and patients.

We have the right to choose whom we treat. If we feel an individual's behaviour is unacceptable we could ask for them to be removed from our list.

We will give you information about the services we offer in our practice leaflet. We will also provide a wide variety of information by notices, leaflets etc.

Your Responsibilities

Please co-operate in health screening procedures.

Please act as a partner and treat members of our practice in the way you would want to be treated. If you want to know the name of the person you are dealing with do not hesitate to ask.

It is not always possible to provide 2 surgeries in both Sixpenny Handley and Broad Chalke each day. At such times it will help if you can travel to the other surgery. If you must be seen the same day then please make this clear.

Please make an appointment for each person who needs to be seen and do not save your main problem until last! Please ask if you are unsure about anything.

If you would like a second opinion please tell us so that we can discuss the best approach.

Our service reacts to your needs. The nature of the problem determines whether the consultation takes more than 10 minutes. If this happens with another patient, please understand and do not blame the receptionist - but do ask why there is a delay.

Please do not expect a "pill for every ill".

If you accept a prescription please do not waste it.

Please order repeat prescriptions at least hours working days in advance.

Please keep your calls brief and try not to phone before 11am for routine matters.

Please tell the receptionist when you make an appointment that you are expecting results, and check that the results are available when you arrive for your appointment.

Please act with reasonable care and common sense while on our premises. Please take care of your children and do not allow them to be unobserved. We would be grateful if you would notify us of any potential hazards you notice.

If you are dissatisfied with us or our service please tell us. For any issue serious enough to make you feel you have a complaint we have set up practice based complaints procedure. Please ask the receptionist for information. If you have lost confidence in us please feel free to leave our list and register with another practice.

Please leave any suggestions or comments on our service in the repeat prescription box. Do tell us if you have had any problems with our service, but we are also delighted to receive any favourable comments.