

**Prescriptions** - The Practice is a Dispensing Practice and currently dispenses to nearly all of our patients. The dispensary operates during the practice opening hours only. Dispensing is complex and time-consuming. The dispensing staff are particularly busy during surgery hours. We are not usually able to safely dispense routine repeat prescriptions at short notice or whilst surgeries are being run. PLEASE do not ask the dispensers to do this.

**Please give us 48 hours' notice of your repeat prescription requirement.**

**Patient Online Access** - We offer our patients the facility to book appointments and order repeat medication on-line as well as being able to view a summary of your medical records. Please read our guide to booking appointments to help you get the most out of this service which is on our website or available at reception. To use this service please ask at reception for your registration letter which will give you all the information you need.

**Summary Care Records (SCR)** –NHS England have introduced the SCR which will be used in emergency care situations. It contains information on any medicines you are taking, allergies and any reactions that you may have to ensure those caring for you have enough information to treat you safely. You have a choice as to whether you would like to share more of your record (enriched SCR) or opt out of this service. Please ask at reception for more information.

**Compassionate Communities (Co-Co)** is a local voluntary organisation set up in 2012 to support patients at home helping them to maintain their independence. We provide befriending for isolated or unsupported people which helps them to maintain links between their friends and activities in the community. For more information please speak to Helen Tazewell at the surgery.

**Data Protection** - We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date information which may be needed when we see you again. We only use or pass on information about you to people who have a genuine need for it in connection with your medical care. Where we can, we will remove details that identify you. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. As a practice we are registered under the Data Protection Act. Patients are entitled to request to see their medical records in

accordance with the Data Protection Act. Please enquire at reception for further information. Our Patient Privacy notice is displayed in the waiting room and on our website.

**Patient Network** -This is a voluntary group who support and advise on matters relating to the services we offer at the practice. If you would like to add your voice to this group please contact us.

**Comments and Complaints** - We like to receive feedback. If you are happy with the service you get, we would love to hear about it! However, if you are not happy, we won't be able to improve unless you let us know. We would prefer that you informed us face to face of any problems, but accept that this might not always feel comfortable. If you have a complaint, please contact the Practice Manager as soon as possible. They will try to resolve your complaint with you, and advise you of our complaints procedure, which is in line with NHS England Guidelines.

Details of primary medical services in the area can be obtained from the Patient Advice & Liaison Service (PALS) – 0800 032 1107

**Violence and Abuse** - If you're unhappy with the service you receive please let us know and we will always try to resolve things. Any abuse to the staff at Pontesbury & Worthen would be considered grounds for immediate removal from the practice list.

**Keeping in touch** – There are many ways to keep in touch with us at the surgery – whether you are into technology or prefer a good old poster! We regularly change our displays in the waiting room and we have an interactive display screen to keep you up to date with information which you can read each time you visit. Please let us know if you have any communication needs so we can make sure we keep in touch in the best way possible. Our website has a lot of information about the practice as well as the 'latest news' page to keep you up to date. We now have a Facebook account (Pontesbury & Worthen Medical Practice) for those of you who use social media.

**Please note the details in this leaflet reflect the services provided during the COVID-19 Pandemic**

## **Pontesbury & Worthen Medical Practice**

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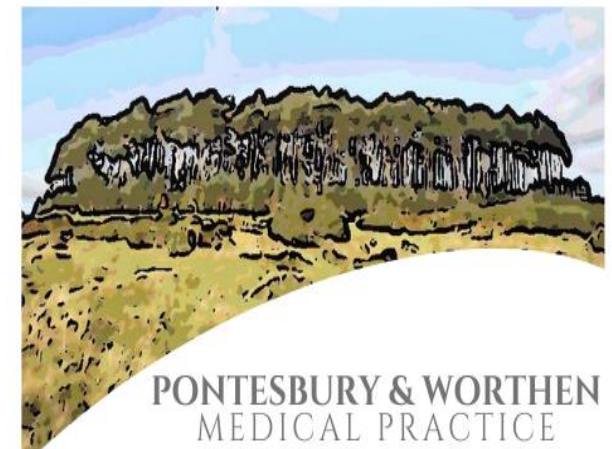
Pontesbury & Worthen Medical Practice

Hall Bank  
Pontesbury  
Shrewsbury  
SY5 0RF

The Village Hall  
Worthen  
Shrewsbury  
SY5 9HT

Tel: 01743 790325

Email: [contact.pontesbury@nhs.net](mailto:contact.pontesbury@nhs.net)  
Web: [www.pontesburyworthenmp.co.uk](http://www.pontesburyworthenmp.co.uk)



## Welcome to Pontesbury & Worthen Medical Practice.

### Doctors: Partners

Dr Alison Adams MB ChB MRCGP DRCOG  
Dr Robert Bland MBBS MRCGP GPDip Derm (Cardiff)  
GP Trainer  
Dr Kieran McCormack BSc. MBBS FRCGP DRCOG  
Dr Julian Povey MBBS DFFP FRCGP  
Dr Daniela Puiu MBChB equiv. MRCGP DRCOG  
DFSRH

### Salaried GP's:

Dr Sophie Gardner MRCGP  
Dr Kate Jones MRCGP DRCOG DFSRH  
Dr Hannah Kundu MB ChB DRCOG MRCGP

### Nurses:

Sister Julie Dady                      Sister Katy Gregson  
Sister Lucy Harris                      Sister Eileen Swan

### Treatment Room Nurse:

Ms Jeni Jones

### Health Care Assistant:

Mrs Alison Hodgkiss

### Phlebotomist:

Mrs Rachel Day

### Pharmacist:

Mr Amandeep Shergill

**Practice Manager:** Mrs Cheryl Brierley

**Operations Manager:** Miss Rachael Ball

**Patient Services Manager:** Mrs Annie Hill

**Business Support Manager:** Miss Hannah Wass

### Administration Team:

Mrs Helen Hale                      Ms Helen Tazewell  
Mrs Maggie Lee

### Reception:

Mrs Samantha Forbes-Wood                      Mrs Julie Farmer  
Ms Stacie Jones                      Ms Chloe Jukes  
Mr Robbie Jenks

### Dispensers:

Mrs Clare Bennett                      Mrs Sara Edwards  
Mrs Emily Gwilliam                      Mrs Sandra Pearce  
Mrs Alison Hodgkiss                      Mrs Chris Sayce  
Mrs Lisa Hughes                      Mrs Nicky Wilcox  
Mrs Nikki Jenks                      Mrs Ann Wass

### Secretaries:

Mrs Claire Lawrence

Mrs Lynne Farr

**Delivery Driver:** Mr Brian Selley

### Housekeeping:

Ms Amy Conde

Mrs Tracy Gildersleve

Mrs Jenny Passant

Opening Times	Worthen	Pontesbury
Monday	8.30 am to 6 pm	8.30 am to 6.30 pm
Tuesday	8.30 am to 6 pm	8.30 am to 6.30 pm
Wednesday	8.30 am to 6 pm	8.30 am to 6.30 pm
Thursday	8.30 am to 6 pm	8.30 am to 6.30 pm
Friday	8.30 am to 6 pm	8.30 am to 6.30 pm

**Appointments with a GP:** During Covid all GP contacts will be via an initial telephone call. The GP will consider if the patient needs a face to face appointment and this will then be arranged.

**Registering with the practice** - The practice covers a large rural area between Shrewsbury and the Welsh border. If you wish to register with the practice, please come to reception where you will be provided with the necessary forms for completion.

**Temporary Residents and Emergency Treatment for unregistered patients-** Please ask at reception for advice if you think a visitor needs to see a doctor or nurse.

**Out of Hours** - If you need medical assistance when the surgery is closed please telephone **111** which is the NHS 111 service and is free to call. There is also a local walk-in centre next to the hospital in Shrewsbury which is open from 8am to 8pm every day of the year - Urgent Care Centre, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury SY3 8XQ **Tel: 01743 231000.** For emergencies dial **999**.

**Accidents / Emergencies / Injuries** - A doctor is on duty throughout the day for advice on the management of emergencies. Where possible these will be dealt with in the surgery. **If your emergency is life threatening, or you think a delay would be harmful, you should call 999.**

**Contacting the surgery** - If you would like to contact the surgery by e-mail about issues where an e-mailed reply is appropriate then please use the practice address: contact.pontesbury@nhs.net. Please be specific about who you are addressing your message to, and what information you require. Please do not use this system to consult the doctor or nurse about symptoms of illness, to request an appointment or a home visit. Please do not expect a same day response to emails. If you require a quicker response please ring the surgery. Please use the eConsult facility on the website if you require medical advice.

**The Nursing Team** provides Health Screening, Immunisations, and Chronic Disease Monitoring Clinics. They are available for travel advice, blood tests, cervical screening and dressings as well as other health matters.

**District Nurses** - Most of our practice area is covered by the Shrewsbury Team (Tel: 01743 264090), at the southern part of the practice area the Craven Arms team cover (Tel: 01588 676323), and for patients living in Wales, the Welshpool team will cover (Tel: 01938 558829).

**Women's Health & Screening** Appointments are available for health check-ups, contraceptive services and cervical cytology. Please ask at reception for further guidance.

**Men's Health and Screening** - We are happy to provide this service within our normal surgeries.

**Child Health / Immunisation** - clinics are held, by appointment on Thursdays.

**Health Visitor** - is available for advice or to arrange an appointment on 01743 452300.

**Chaperone** - If you would like a chaperone for your appointment please let the staff know when booking.