

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 5 working days 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.

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.

Pontesbury & Worthen Medical Practice

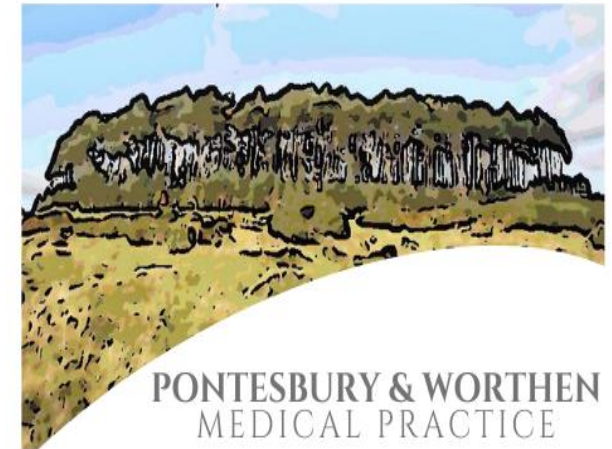
Pontesbury & Worthen Medical Practice

Hall Bank
Pontesbury
Shrewsbury
SY5 0RF

The Village Hall
Worthen
Shrewsbury
SY5 9HT

Tel: 01743 790325

Email: contact.pontesbury@nhs.net
Web: 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 Kate Jones MRCGP DRCOG DFSRH
Dr Hannah Kundu MB ChB DRCOG MRCGP

Nurses:

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

Treatment Room Nurse:

Ms Jeni Jones

Health Care Assistant:

Mrs Alison Hodgkiss

Phlebotomist: Mrs Rachel Day

Executive Manager: Mrs Izzy Cullis

Operational Practice Manager: Mrs Annie Hill

Practice Support Manager: Miss Rachael Ball

Practice Support Manager: Mrs Hannah Humphreys

Dispensary Manager: Miss Stephanie Chetwood

Administration Team:

Mrs Helen Hale Ms Helen Tazewell
Mrs Maggie Lee Miss Beth Jones
Mr Stuart Pope

Reception:

Mrs Samantha Forbes-Wood Mrs Julie Farmer
Mrs Paula Thornton Mrs Debbie Evans
Mrs Nicola Davenport Mrs Claire Davies
Mr Robbie Jenks Mrs Wendy Stevens
Mrs Ann Wass

Dispensers:

Mrs Nikki Jenks Mrs Helen Jowitt
Mrs Clare Bennett Mrs Nicky Wilcox
Mrs Chris Sayce Mrs Jeni Smith
Mrs Lisa Hughes Mrs Sandra Pearce
Mrs Sara Edwards

Secretaries:

Mrs Claire Lawrence Mrs Lynne Farr

Delivery Driver: Mr Brian Selley

Housekeeping:

Ms Amy Conde Mrs Jenny Passant
Mrs Tracy Hamer

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: All GP appointments will be an initial telephone call. The GP will decide if the patient needs a face to face appointment and this will 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 -

Please ask at reception for advice if you think you need 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, Immunisation, and Chronic Disease Monitoring Clinics. She is 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 the first Thursday of the Month.

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.