

# Kintbury & Woolton Hill Surgery

## Patient Leaflet

Trade St, Woolton Hill, Berks RG20 9UL  
Newbury St, Kintbury, Hungerford, Berks RG17 9UX

T: 01635 253324  
T: 01488 658294

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

### Partner GPs

Dr Heather Howells MB.BS.MRCGP.DRCOG.DCH.DFFP (Reg. Lond.2000)

Dr Lucy Hobby BM. DRCOG. (Reg. London, 1993)

Dr Naomi Manser BA (Oxon) BMBCh.MRCP.MRCGP.DRCOG (Reg.Oxford 2004)

Dr James Fox MBChB. MRCGP (Reg. Sheffield 2009)

Dr Kate Helyer MBChB.MRCGP.DCH.DRCOG (Reg. Sheffield 1997)

### Salaried GPs

Dr Amy Crofts BMBS.BMedSci.MRCGP.DFSRH (Reg Nottingham 2009)

Dr Philip Warrilow-Wilson MA(OXON) MBBS AKC MRCGP DFSRH DRCOG DCH (Reg London 2015)

Dr Carol Oakley BM, MRCGP, DCH, DRCOG (Reg Southampton 1984)

### NEW PATIENTS – WELCOME

Welcome to Kintbury & Woolton Hill Surgery. We hope you will find the information in this patient information leaflet useful.

To register at our practice, please go to the home page on our website and click on the Administration Office. This will give you the option to Register as a new patient and show you our practice boundary map and will also allow you to register for online services. When registering online you will be asked to provide proof of your identity. If you have difficulty in registering online, please speak to one of our receptionists.

All patients have a named GP who is responsible for your overall care. If you have a preference as to which GP this is, please let us know and we will make reasonable efforts to accommodate such requests. However, we advise that it is preferable to see the same doctor for any ongoing problems. There are some specific services and conditions where a particular GP is more appropriate or another member of our healthcare team or an alternative service. Our reception team will signpost you to the most appropriate care.

***Patients over 16 years old and under 75 years who request a consultation and who have not been seen by a clinician at the practice within the period, or three years prior to the date of the request, will be examined as considered appropriately by a clinician.***

***Patients aged 75 and over who request a consultation and who have not been seen by a clinician at the practice in the twelve months prior to the request, will be examined as considered appropriate. The examination will normally be at the surgery. However, if it is inappropriate for the patient to attend the practice premises or participate in a remote consultation, then the patient will be visited at home.***

### SURGERY OPENING HOURS

The Surgery and Dispensary are open from **8:00 – 18:30 Monday to Friday**; except from 13:00 on Wednesdays (*Kintbury surgery closed*) and 13:00 Thursdays (*Woolton Hill closed*). To request an appointment you can either telephone the surgery if you have an immediate need for an appointment or contact the practice via our website if your request is not urgent by using our “contact the practice” form via this link [Contact the Practice | Kintbury Surgery & Woolton Hill Surgery \(kintburyandwooltonhillsurgeries.co.uk\)](http://www.kintburyandwooltonhillsurgeries.co.uk). For emergency on-the-day appointments and when the other surgery is closed, receptionists can offer GP appointments at the sister surgery.

**Morning** surgeries: (8:30 - 10.30) are aimed at meeting the needs of patients, who have health issues that need to be dealt with quickly. Please phone on the day (before 10:00) and we will do our best to accommodate you. A limited number of appointments can also be pre-booked.

**Afternoon** surgeries (16:00 – 18:00 by appointment) are for issues which require more investigations or discussion, as well as medication reviews and check-ups for new patients and so these sessions are slightly longer.

**Late appointments** (18:30 – 20:00) Evening clinics vary weekly according to GP/Nurse availability.

**Saturday mornings** (8:30 – 11:30) these clinics alternate between Kintbury & Woolton Hill.

#### **PATIENT ACCESS TO ONLINE SERVICES**

We encourage patients to sign up to NHS digital services, including the NHS App, as these provide simple and secure ways for people to access a range of NHS services. You can book appointments, request repeat prescriptions, check test results etc by using a smartphone or tablet. Click the following link to get started with the NHS App [Getting started with the NHS App - NHS App help and support - NHS \(www.nhs.uk\)](#) If you wish to contact the surgery by email, please use the Message service via our website; please note this is **NOT** for urgent medical queries. If you have an urgent medical query that is not life-threatening, you should telephone the surgery or contact the out of hours service by calling NHS 111.

#### **GENERAL MEDICAL SERVICES**

The partnership is contracted to the NHS to provide general medical services to patients registered with our practice and temporary residents within our practice boundary (see map on our website). We also provide immediately necessary treatment for any person not registered with the practice who has a medical emergency within our practice boundary. We are part of a The West Berkshire Rural Primary Care Network (PCN), working with Hungerford and Lambourn surgeries to deliver an integrated community-based enhanced access health service for all our patients.

#### **HOME VISITS/OUT OF HOURS/EMERGENCIES**

We would ask you to come to the surgery whenever possible, to take advantage of the facilities here. If you are too unwell to do so, please call the surgery; we can arrange for the duty doctor to talk to you and, where necessary, arrange a home visit. Please call before 11:00 if possible, so the doctors can plan their work efficiently.

When the surgery is closed, urgent medical advice is available from NHS 111, which is available 24 hours a day, 365 days a year and calls are free from both landlines and mobiles. It should be used when it is not a life-threatening situation and is therefore less urgent than a 999 call.

**EMERGENCY:** For minor accidents and injuries, please phone the Minor Injuries Unit at West Berkshire Community Hospital (not 24 hours) for an appointment on 01635 273300 or out of hours ring 111. Some matters can be seen and dealt with at the surgery, but more serious problems will be transferred to Newbury, Reading or Basingstoke Hospitals. Please telephone for advice.

The ICB (Integrated Care board) are responsible for the commissioning of these out of hours services.

#### **DISPENSING SERVICES/PRESCRIBING POLICY**

We are a dispensing practice and unless you live within a 1 mile of a pharmacy you will be able to obtain your medicines from the surgery. For patients who require regular medication, we have a repeat prescription system and use the Electronic Prescribing Service (EPS). The safest and most efficient way of ordering your medication is online via our website or via the NHS App or Patient Access.

We do not accept requests for repeat prescriptions by telephone. Please request your medication online by using the NHS App which is the quickest and safest way. Alternatively make your request in writing. Please allow at least 5 **working** days for your repeat prescription request to be dispensed (excluding weekends, bank holidays and half-day closing).

It would be very much appreciated if you could **avoid** calling in at the surgery at our busiest time between 8-10am to collect medication. We recommend you call in at the surgery after 10:00am to avoid any wait. For more information on our dispensing services, please head to our website via this link [Search Results prescribing policy | Kintbury Surgery & Woolton Hill Surgery \(kintburyandwooltonhillsurgeries.co.uk\)](https://www.kintburyandwooltonhillsurgeries.co.uk) for our Patient Prescribing Policy.

#### **RESULTS OF X-RAYS/TEST RESULTS & INVESTIGATIONS**

Please ring after 10:00 for test results. For blood tests allow a minimum of 5 working days. X-rays may take up to 7 days and cervical smears usually take 6 weeks.

#### **THE HEALTH CARE TEAMS**

Our **PRACTICE NURSE TEAM** consists of nurses Jane and Juliana, and our Health Care Assistant, Sarah. Clinics are offered for the following: phlebotomy, health promotion (including blood pressure checks and advice on diet and exercise); dressings; removal of stitches; blood checks; immunisations and advice concerning foreign travel and general nursing advice.

**OUR PHARMACY TEAM** We are fortunate to have the support services of a **CLINICAL PHARMACIST** and a **PHARMACY TECHNICIAN**, who support our GPs and our Dispensary Teams.

Our **CARE CO-ORDINATING TEAM** includes a **SOCIAL PRESCRIBING LINK WORKER** and a team of **CARE-COORDINATORS**.

Other Professionals available at the surgery include **MENTAL HEALTH PRACTITIONER**, **MUSCULOSKELETAL PHYSIOTHERAPIST** and a **GP ASSISTANT**.

The **WEST BERKSHIRE COMMUNITY NURSING SERVICE** is based at West Berkshire Community Hospital, and you must be referred by your GP via their local triage team if you are not already on their caseload. The Triage team is 0300 365 1234 at all other times contact NHS 111 for urgent help

The **HEALTH VISITOR TEAM** for patients living in West Berkshire is also based at West Berkshire Community Hospital telephone 0300 303 3944. Hampshire patients should contact the Southern Health Visiting Team 0300 303 1880.

**COMMUNITY MIDWIFE** depending upon where you live, for the **first booking appointment** contact the Community Midwife (Hampshire), based at Andover Maternity Centre (War Memorial Hospital): 01962 863 535 or North Hampshire Hospital: 07443 987 711 or the Community Midwife (West Berkshire) 0118 322 8964 option 1.

#### **OUR DEDICATED ADMINISTRATIVE SUPPORT TEAMS**

Our **RECEPTION TEAM** staff are trained as care navigators to signpost patients to the most appropriate clinician. To do so, they will need to ask you for some information about your health needs.

As a dispensing practice our trained **DISPENSING TEAMS** can dispense medications to you unless you live withing 1 mile of a chemist. Please allow 5 working days for repeat medications.

Our **ADMINISTRATORS** and **MEDICAL SECRETARIES** deal with other queries, including hospital referrals and insurance reports. The **SURGERY MANAGERS** at Woolton Hill and Kintbury can also deal with other queries.

**The PRACTICE MANAGER** Karen Oakton is responsible for the administration of the practice supported by her Deputy, Emma Goodson. Please contact them if you have any queries, ideas or complaints.

#### **CLINICS AND SPECIAL SERVICES**

**ASTHMA** Care and advice on inhaler techniques are available from the doctors and practice nurse during normal afternoon surgery. Useful videos on good techniques can also be found online.

**DIABETES** Advice on diabetic care is available from the doctors and one of the practice nurses.

**FAMILY PLANNING/CERVICAL SCREENING** Contraception, cervical cytology appointments can be made with the practice nurse or with the doctor, who can also fit coils and implants, (on a waiting list) and carry out routine checks for you.

**IMMUNISATION** Routine and NHS funded travel immunisations can be arranged with the Practice Nurse. Many need to be given up to 6 weeks **before** departure. Please complete a Travel Risk Assessment form online and arrange to see a nurse well in advance of travelling.

**CHILDHOOD IMMUNISATION** We recommend you discuss this with your health visitor so you can plan full protective immunisation for your child. The practice nurses hold regular immunisation clinics.

**MOTHER AND BABY** All doctors provide regular checks during pregnancy. There are also Post Natal support groups run by the Health Visitor four times a year. Developmental Screening is a service shared between the Doctors and the Health Visitors. Babies are seen by a doctor around six weeks when their mothers come for their post-natal examinations. Developmental screening is carried out by the Health Visitor throughout the pre-school years.

**MINOR SURGERY** The doctors undertake some minor surgical procedures. Please discuss any problems with one of the doctors.

**MEDICATION REVIEWS** These are normally offered by invitation on the month of your birthday.

**NHS HEALTH CHECKS** Patients between 50-74 may request one provided they are not taking statins or have a history of cardiovascular disease. Before a check may be booked with the nurse, please request a blood test form and arrange for a blood test at WBCH prior to making an appointment with a nurse.

#### **PHARMACY FIRST REFERRAL SCHEME**

It is **important** that patients who need **urgent medical care** continue to come forward as normal for GP appointments, especially in an emergency and for life-threatening cases – when someone is seriously ill or injured, or their life is at risk, and a GP can treat them rather than them needing emergency services.

The Practice is therefore, promoting the **Pharmacy First** referral scheme, which enables pharmacists to offer advice to patients and to supply them with NHS medicines for seven key conditions, (including some prescription-only medicines), where clinically appropriate.

We encourage patients to request our practice makes **Pharmacy First** referrals for adults and children, for the following seven conditions (*age ranges may apply – see our website for more information*): **Ear Infections, Impetigo, Infected Insect Bites, Shingles, Sinusitis, Sore Throat, Uncomplicated UTIs**. This frees up valuable GP time to see the patients who really need to see us and who cannot receive help from a pharmacy.

### LASTING POWER OF ATTORNEY

If you have a lasting power of attorney in place for your health and welfare, please provide evidence of this to our reception team. We can then record this information and your nominated attorney on your records.

### PATIENTS' RIGHTS TO PRIVACY

Details on how your information is used by the practice and within the NHS, including your rights in relation to disclosure of such information, including our Privacy Notices, are posted in our waiting rooms and can be viewed on our website by clicking this link below.

[Website Privacy Statement | Kintbury Surgery & Woolton Hill Surgery \(kintburyandwooltonhillsurgeries.co.uk\)](http://kintburyandwooltonhillsurgeries.co.uk) .

You also have the right to request a chaperone, please advise the receptionist at the time of booking your appointment or your GP.

### NATIONAL TRAINING SCHEME FOR GPs

As a GP training practice, from time to time we will be joined by young doctors, called Registrars, who are training to become General Practitioners. They are fully qualified doctors of several years standing with experience in various hospital departments. They will hold their own surgeries and you might see one instead of your usual GP. If you would prefer not to see the Registrar, please tell the receptionist.

### COMPLIMENTS & COMPLAINTS

If you have a concern or a complaint about the service you have received from our clinicians, or any of the staff working at this Practice, please do let us know. Our Practice Complaints Policy complies with the NHS system for dealing with complaints and follows agreed NHS national guidelines. It is designed to help our patients follow the correct procedure when making a complaint.

If you have a complaint about the care we have provided, you can complain either to us directly or you may complain to the commissioner of the services, which is the body that pays for the NHS services you use. **You cannot apply to both.**

For all non-clinical complaints during surgery hours, please ask to speak to one of our Surgery Managers or write to the Practice Manager.

If you do not feel comfortable complaining directly to us, please contact the NHS Commissioner of Services for Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) by contacting **Berkshire West** via their website [Make a complaint | BOB ICB](http://www.bob-icb.nhs.uk): Email: [bobicb-bw.palscomplaints@nhs.net](mailto:bobicb-bw.palscomplaints@nhs.net) Freephone: 0118 982 2720

### DISABLED ACCESS/DISABILITIES

Both our surgeries have suitable access for disabled patients and our toilets have high level toilet seats available and handrails. We also have hearing loops on the reception desks at both Kintbury and Woolton surgery.

### PATIENTS' RIGHTS & RESPONSIBILITIES

Our aim is to provide a service that is safe, effective, caring, responsive and well-led. To that end we are committed to providing personalised and high-quality care to benefit the health needs of all of our patients.

No member of the practice staff team or patients should discriminate against, or treat unfairly, another member of the practice, a patient attending the surgery, on the grounds of gender, race, nationality, ethnic origin, religious beliefs or creed, colour, age, marital status, disability, medical condition, social

background or sexual orientation. Respect and dignity is the right of everyone, staff, patients and members of the public.

If patients are rude and aggressive towards our staff, they will be informed of our concerns and the incident logged as the practice follows the NHS' 'zero tolerance' approach to all forms of abuse. If subsequent incidents of rudeness or aggression occur, the patient will be written to and advised that if such unacceptable behaviour continues, we will inform PCSE and that they will be removed from our practice list. This will mean that they will have to register at another surgery.

All patient information, whether held electronically or on paper, complies with the Data Protection Act and the UK-GDPR. Details of this can be found on our website by clicking this link [Search Results data protection | Kintbury Surgery & Woolton Hill Surgery \(kintburyandwooltonhillsurgeries.co.uk\)](https://www.kintburyandwooltonhillsurgeries.co.uk/search-results-data-protection) Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality with patient information and undertake data security awareness training annually.

Patients are requested to respect the confidentiality of others, particularly in the waiting room and at the reception front desk.

If you change your phone/mobile number or your address, please let the practice know immediately – we may need to contact you urgently.

**If you cannot keep an appointment, please cancel promptly so that it can be offered to another patient. Thank you.**