



## Welcome to Old Town Surgery

Providing NHS primary care services to our patients

📍 Curie Avenue, Swindon, SN1 4GB

☎️ 01793 616057

🌐 [www.oldtownsurgery.nhs.uk](http://www.oldtownsurgery.nhs.uk)

📱 NHS App supported

*This leaflet explains how our practice works and how to get the right help at the right time.*



### About our practice

Old Town Surgery is an NHS GP practice providing primary medical services to our registered patients.

We are part of **Wyvern Health Primary Care Network** working with local NHS services to improve care in our community.

## 2. How to register with us

You can register with the practice if you live in our practice area. See website for catchment area.

### How to register

- Online via our website or NHS App
- In person at the practice

### What you need

- NHS number (if you have it)
- Proof of address and photographic ID
- Temporary residents are welcome. See website for catchment area.

## 3. Appointments – how to get help

We offer a range of appointments to make sure you see the **right clinician first time**.

### You can book:

- Same-day urgent appointments
- Routine GP appointments
- Appointments with nurses and other clinicians
- Telephone and in person consultations

### How to request

- Online via our website(non-urgent medical requests)
- By calling reception
- In person at the surgery

Our team may ask a few questions to help direct you to the most appropriate service.

#### 4. Pharmacy First & community pharmacy services

You don't always need to see a GP. Your local community pharmacy can help with many common health conditions. See website for further info.

##### Pharmacy First – NHS advice and treatment for:

- Sore throat
- Sinus pain
- Earache
- Infected insect bites
- Impetigo
- Shingles (early symptoms)
- Uncomplicated urinary tract infections

##### Other pharmacy services

- Emergency contraception
- Ongoing oral contraception (where offered)
- Advice on minor illnesses
- Blood pressure checks
- Flu and other vaccinations

✓ No GP appointment needed

✓ Free NHS service (where eligible)

Find a pharmacy: [www.nhs.uk/find-a-pharmacy](http://www.nhs.uk/find-a-pharmacy)

#### 5. Our practice team

Our team includes:

- General Practitioners (GPs)
- Practice Nurses and Healthcare Assistants
- Clinical Pharmacists & Pharmacy Technicians
- First Contact Physiotherapists
- Care Coordinators
- Practice management and administrative staff

Each team member plays an important role in your care.

#### 6. Prescriptions & repeat medication

##### Requesting repeat prescriptions

- Online via the NHS App or practice website
- By phone 01793 651 039

Please allow **3 working days** for prescriptions to be processed.

We use the **Electronic Prescription Service (EPS)** so prescriptions can be sent directly to your chosen pharmacy.

## 7. Test results & referrals

- We will contact you if your test result needs action
- You can view many results via NHS App
- If you have been referred, you can track appointments through the NHS App

## 8. Opening hours & out-of-hours care

**Practice opening hours** Monday to Friday 8am – 6.30 pm

**Out-of-hours** When we are closed, call **NHS 111** or visit [www.111.nhs.uk](http://www.111.nhs.uk)

**In an emergency** Call **999** or attend A&E.

## 9. Online services & digital access

Using online services allows you to:

- Request a non-urgent appointment
- Order repeat prescriptions
- View parts of your medical record
- Manage your contact details

If you need help using online services, please speak to our reception team.

## 10. Patient responsibilities

We aim to treat everyone with dignity and respect and ask the same in return. Please:

- Attend or cancel appointments you no longer need
- Be respectful to staff and other patients
- Keep your contact details up to date

We operate a **zero-tolerance policy** towards abusive behaviour.

## 11. Feedback, complaints & patient involvement

We welcome your feedback to help improve our services.

Making a complaint please contact the Operations Manager in the first instance. We will respond within a reasonable timescale.

**Patient Participation Group (PPG).** Patients can join our PPG to share views and ideas.


## 12. Accessibility, equality & support

We aim to make our services accessible to everyone.

- Interpretation and translation services available
- Hearing loop
- Chaperones available on request
- Support for carers

**Please let us know if you have any specific needs.**

### Back page – quick contacts

 Phone: 01793 616057

 Website: [www.oldtownsurgery.nhs.uk](http://www.oldtownsurgery.nhs.uk)

 Email: [ots@nhs.net](mailto:ots@nhs.net)

**In an emergency call 999**

## ADDITIONAL INFORMATION

**CAR PARKING:** The surgery has limited parking available, with spaces located behind the practice.

**PHONE LINES CLOSED DURING LUNCH:** The practice phone lines are closed between 12:30 pm and 1:30 pm. The practice remains open and patients can still access the surgery in person during this time.

**WHEELCHAIR ACCESS** The surgery has an operating lift and wheelchair access at the front entrance.

**CARERS SUPPORT:** Please speak to our receptionists to find out more about local carers' groups and the support available.

**SOCIAL MEDIA -** [Old Town Surgery | Swindon | Facebook](#)