

PRACTICE AREA

The practice area covers the SN1 Old Town & the Okus area of Swindon.

CAR PARKING

Free parking for our patients is available at the front & rear of the building. Entrance to the rear car park is through the gate to the left of Lloyds Pharmacy.

There are designated spaces for disabled drivers.

NHS England & Swindon CCG

The doctors hold a contract with Swindon CCG to provide a full range of General Medical Services. Swindon CCG is also responsible for purchasing healthcare for Swindon.

Swindon CCG can be contacted;
The Pierre Simonet Building

North Swindon Gateway, North Latham Road,
Swindon SN25 4DL Tel; (01793) 683700
Email; enquiries@swindonccg.nhs.uk
Website; <https://www.swindonccg.nhs.uk>

NHS England can be contacted; Tel;0300 311 22 33
Email;england.contactus@nhs.net
Post; NHS England, POBox 16738 Redditch B97 9PT
Website; <https://www.england.nhs.uk>

CONFIDENTIALITY

All staff are under a legal duty to keep personal information about you confidential. Under certain limited circumstances, we may share your information with other health organisations. Under the Data Protection Act, patients are entitled to apply for access to their medical records. Please contact one of the Office Managers for more information.

COMPLAINTS

This Practice follows the NHS complaint procedure when dealing with complaints.

If you have a complaint or suggestion about any of the services that we provide please ask initially to speak to the Office Manager.

Please ask for the practice complaints form and information leaflet if you wish to make a formal complaint.

OUR SERVICES

We are committed to the care and well being of all of our patients and as a Practice we will endeavor to provide The best service we possibly can.

The Practice is keen to promote health and well being as well as to treat illness, and to this effect we offer a range of services.

Services that are provided under the NHS

- Continued Health Promotion and, when necessary, patient recall for Health Checks
- When required, an appointment with a Doctor as soon as one is available.
- When required, an appointment with a Nurse as soon as one is available.
- Relaxing surroundings where you should not have to wait any longer than necessary after your appointed time, emergencies notwithstanding.
- Home visits where appropriate.
- Prescribing of appropriate drugs & medicines.
- A comprehensive contraceptive service.
- Minor Surgery and Implants
- Cervical Screening
- Chronic Disease Management Clinic
- A 72hr Repeat Medication Service
- Confidentiality

Additional services that may attract a fee

- Some Travel Immunisations
 - Prescriptions for Antimalarial medication
 - Passport applications
 - Private sick notes
 - Private prescriptions
 - Private letters
- Medical examinations for Insurance purposes

PATIENTS RIGHTS & RESPONSIBILITIES

All patients should be treated with respect and are entitled to complain if they feel that a member of staff has been discourteous To them in any way.

Please ask to speak to one of the Office Managers initially if you have any concerns or would like to make a complaint.

Please advise us of any change of details including any changes to your contact numbers, address, name. We may need to use your telephone number or other contact details to inform you of test results, hospital communication etc

If you are unable to attend an appointment its is important that you let us know with as much notice as possible so the appointment can be offered to another patient.



Curie Avenue, Okus
Swindon SN1 4GB
Surgery Opening Hours:
Monday, Wednesday & Friday
8:00am - 6:30pm
Tuesday & Thursday
8:00am - 7:30pm



Appointments & General Enquiries

Tel: (01793) 616057

Email: ots@nhs.net

Website: <https://oldtown.gpsurgery.net>

Out of Hours - NHS 111 Call 111

THE DOCTORS & STAFF

SENIOR PARTNER

Dr David Heaton - Available Monday —Friday

SALARIED GP's

Dr Stefan Atanasov—Available Mon, Tues, Thurs & Fri

Dr Zoe Wardley—Available Monday

Dr Michael Peters—Available Wed AM & Thursday

Dr Judy Robbins—Monday PM

TRIAGE & MINOR ILLNESS NURSE - Sue Geerah

PRACTICE NURSES—AVAILABLE EVERY DAY

Rosie Russell, Sue Mansfield & Lynette Cavanagh

Tracey Ponting Nursing Assistant

ADMINISTRATIVE STAFF

Hayley Slatter Practice Manager

Carmela Harris Finance Manager

Kerry Spencer & Angela Sheppard Office Managers

Sarah Bignell, Deborah Bonner, Susan Braddock,

Helen Phillips, Lanie Stagg, Viv Tanner Medical

Receptionist/Administrators

Sharon Broughan Administrator

Jean Woodham & Karen Davies Practice Secretaries

PRACTICE MIDWIVES

Cathy Ryctaft & Gina Kirby are our affiliated Midwife—available for appointments on a Monday & Wednesday

DISTRICT NURSES - Our affiliated District Nurse can be organised through your GP if required

HEALTH VISITOR - Our Health Visitor Leanne Bains can be contacted on (01793) 463177

COUNSELLORS - Counselling Services are available on Tuesday, Wednesday & Thursdays. GP's may refer as appropriate.

APPOINTMENTS

TO MAKE AN APPOINTMENT

Please telephone 616057 or call in at the surgery. We would encourage you to consult the same doctor where possible, as this helps them to get to know you better.

GENERAL ENQUIRIES (01793) 616057

8:00am—6:30pm Monday, Wednesday & Friday

8:00am—7:30pm Tuesday & Thursday

Emergencies (After Hours) 111

CANCELLATIONS

If you find that you are unable to keep an appointment, Please let us know AS SOON AS POSSIBLE so that we can re-allocate the appointment time to another patient. Non-attendance for appointments is unacceptable without notice, and you may be asked to register elsewhere.

HOME VISITS

If you feel you are unable to travel to the surgery, could you please telephone **BEFORE 11:00am** so that you can discuss your problem with one of the Doctors.

Urgent visits required later in the day will be passed to the duty Doctor.

Home visits will only be made to a patient who is Housebound or too ill to attend the surgery.

OUT OF HOURS

On weekdays between the hours of 6:30pm and 8:00am, all weekend and Bank Holidays, services are provided by NHS 111. Please call NHS **111** to access this service

EMERGENCIES

On weekdays visit the NHS Walk in Centre @ Swindon Health Centre, Islington Street Swindon Tel: (01793) 607890

Monday — Friday 8am—7pm

Weekends and public holidays 8am—8pm

For Emergencies outside surgery hours: Tel: 111

For health information or advice phone NHS 111 - This service Is a 24 - hour 7 day a week advice line —Tel: 111

ONLINE SERVICES

Patients are able to access online services to be able to book appointments, request repeat prescriptions and view their medical records.

This service is available via the practice website under 'Online Services' or please ask at reception. For further details.

INFORMATION

REPEAT PRESCRIPTIONS

If approved, repeat prescriptions may be obtained by;

- Calling the Patient Ordering Direct (POD) on (01793) 683755
- Requesting through Online services Please ask at reception or see the practice website for more information **<https://oldtown.gpsurgery.net>**
- Emailing the surgery at **ots@nhs.net**
- Visiting the surgery

Your prescription will normally be ready within THREE working days. If a stamped self-addressed envelope is enclosed allow SEVEN days to include post delivery.

TEST RESULTS

Please Tel (01793) 616057 after 11am for the results of tests. Allow 3 working days prior to ringing. Depending on the result, you may be asked to make an appointment or to talk with a Doctor or Nurse.

CONTRACEPTION

Advice about, prescription for and fitting is available for all contraceptive methods, including diaphragms, coils and depo injections.

MINOR OPERATIONS & CLINICS

Minor Operations for the removal of skin tags, sebaceous cysts moles & lesions are conducted under local anesthetic. HRT implants can also be arranged.

In addition to the Minor Surgery work at the practice, a number of other clinics are available. These include:

Asthma/COPD	Smoking Cessation
Ante - natal	Kidney Disease
Child Immunisation	Stroke
Heart Disease	Diabetes Management

Travel Vaccinations are also available by appointment.

PPG

The practice patient participation Group (PPG) meets every 2nd Thursday of the month from 6:45pm. The PPG is interested in the views and opinions of patients to improve services. We are always looking to recruit new members. Please email ppg.ots@nhs.net for more information.