

ZERO TOLERANCE

The NHS operate a zero tolerance policy regards to violence and abuse, and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients, and other persons.

Violence in this context includes actual or threatened physical violence, or verbal abuse, which leads to fear for a person's safety. In this situation we will notify the patient in the writing of their removal from the list, and recording the patient's medical records the fact of the removal, and the circumstances leading to this.

Any other forms of verbal or written abuse will also not be tolerated and a warning letter will be sent to the patient.

CARE NAVIGATION

Other services:

We might be able to navigate patients to alternative services if they meet the criteria. The alternative services are;

First contact Physiotherapist

Mental Health

Pharmacy First Scheme

Social Prescribers

Minor Injuries

Respiratory Hub

NHS 111

Accident and Emergency

Podiatry

GHAC (Gloucester Access Health Centre)

Hope House

Emergency Dentist

Emergency Eye Service

PRACTICE STAFF

Management:

Practice Manager - Lindsey Wright

Finance and Assistant Manager - Laura Taitt

Reception Manager - Natalie Dyke

Lead Practice Nurse - Gemma Price

New Build Project Manager - Teresa Hinder

Reception and Admin:

14 part-time receptionists

1 customer service apprentice

5 administrators

2 secretaries

2 Pharmacists

2 Pharmacy technicians

Clinical Team:

4 GP Partners

4 Salaried GP's

1 GP Registrar

1 phlebotomist

2 Healthcare assistants

1 Nurse Associate

3 Practice Nurses

Other:

1 Physiotherapist

2 Mental Health Practitioners

2 Social Prescribers

1 Care Co-ordinator

2 Midwives

Brockworth Surgery

Abbotswood Road, Brockworth, Gloucester, GL3 4PE

Telephone: 01452 862 247 Out of Hours: 111 or medical emergency 999

Dr S Whiteside, Dr E Fox, Dr C Sharpe, Dr M Ghobrial
Dr S Smith, Dr H McKemey, Dr P Sherringham, Dr A Zulkifli



Opening Hours:

Monday - 8am-6pm
Tuesday - 8am-6pm
Wednesday - 8am-8pm
Thursday - 8am-6pm
Friday - 8am-6pm
Saturday - Closed
Sunday - Closed

Bank Holidays - Closed

Website:
www.brockworthsurgery.nhs.uk

Facebook:
Brockworth Surgery

APPOINTMENTS

Routine:

If you require a routine appointment with a GP, please either attend the surgery, ring the surgery on 01452 862 247 or book via online services*. You can book with a GP of your choice but this may not be the soonest availability.

*Please note these appointments are limited.

Our current routine wait is 4 weeks, with new appointments released each week.

Our receptionists will ask the reason for your appointment as we might be able to navigate you to an alternative service.

If you require an appointment with a nurse or healthcare assistant, please either attend the surgery, ring the surgery on 01452 862 247 or submit a request via the website.

Each appointment is for one condition only, if you would like to discuss more than one issue, please ensure to book a double appointment.

Same day:

If you require a same-day GP appointment, please either submit an e-consult request between 6.30-9am* or call the surgery on 01452 862 247 when the phone lines open at 8am.

*Please note this will be switched off if we reach capacity.

All patients will be asked a series of questions by reception as we might be able to navigate you to an alternative service, if you meet the criteria. If you do not meet the criteria, you will be placed on our triage list for the on-call doctor to review.

We ask that patients are available to answer the telephone or visit the surgery for a same-day appointment, if offered, at any time during the day.

Cancellations:

If you no longer require your appointment or your condition/symptoms have resolved, please remember to cancel your appointment. You can do this by attending the surgery, calling the surgery on 01452 862 247 (option 2) or via the website.

Home Visits:

These should only be requested if you are clinically housebound and before 10am each day.

PRESCRIPTIONS

Please note we do not take requests for any prescriptions over the telephone or via email. These will be rejected and not dealt with.

Many medicines are wasted or stock piled by patients. If for any reason you are not taking your medication or you have enough supplies at home, please do not request any more.

Never share medication with anyone else and let us know if you have any concerns regarding your medication.

Repeat Ordering:

If you are taking regular medication, repeat prescriptions can be obtained by leaving your repeat prescription request in the box on the reception desk, using the NHS app, online services or via the website.

Your doctor will do a medication review every 6-12 months, you might be required to come in for blood tests, annual reviews etc. Please ensure you book and attend these appointments to avoid any interruptions with your medication.

We ask for 5 full working days to process the prescription before it is issued.

Please ensure you order your medication on time, but not too early. You will be able to put in a request 1-2 weeks before your medication is due.

Acute Prescriptions:

If you are requesting a medication you last took over 6 months ago or never had before and is not on your repeats, please note this may require a review with a pharmacist or GP before it can be prescribed.

Please ensure when requesting these medicines to state the reason why you require the medication.

These requests can take longer than 5 working days to process.

Queries:

If you have any questions about your medicine, your local pharmacists can answer these.

If you would like to speak to someone at the surgery about your prescription, please fill in the 'ask a prescription question' form on our website. Most queries will be passed over to our internal pharmacy team who might contact you via telephone to discuss.

TEST RESULTS

If your test results show that you need more tests or treatment, we will contact you.

Once a doctor has reviewed your test results, you can access them via the NHS App or Online Services (SystemOne).

Alternatively, you can contact the surgery on 01452 862 247 (option 3) between 11am and 1pm. Our admin team will be able to inform you of your results as advised by the GP. P

Please note the admin team are not medically trained therefore, can only pass on the information provided by the GP.

If your test results have been requested by someone outside the surgery such as a consultant, please chase their secretary directly.

FEEDBACK

We welcome suggestions about the service we offer. We try hard to ensure that our patients have no cause for complaints, but inevitably there are occasions when we might fail. We would like to be heard about those occasions so that we learn from them and try to ensure they do not recur.

On the other hand, we are also appreciative of any positive feedback that we can share within the team at the surgery.

If you wish to submit feedback, please use our 'feedback' form on the website.

COMPLAINTS

We aim to provide you with the best possible medical service. At times you may feel that we have not achieved this and want to make your feelings known. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the best approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing, as soon as possible after the event and ideally within a few days as this helps us to establish what happened more easily.

For more information on how to make a formal complaint, please see our complaints leaflet.