

Langport Surgery Opening Times

	Reception Desk	Reception Telephone Line
Monday—Friday*	8.30am-6.30pm	8.00-6.30pm
Wednesday	8.30am-7.30pm	8.00-6.30pm
Saturday & Sunday*	Closed	Closed
	Dispensary Desk	Dispensary Repeat Telephone Line
Monday—Friday*	8.30am-1.00pm 2.30pm-6.15pm	9.30-11.00am & 3.00pm-4.30pm
Wednesday	8.30am-1.00pm 2.30pm-7.00pm	9.30-11.00am & 3.00pm-4.30pm
Saturday & Sunday*	Closed	Closed

***As part of the Improved Access Scheme, aside from our core hours of 8am—6.30pm we will be open:**

- 14 Friday evenings per year until 7.30pm
- 14 Saturday mornings per year 8am –11am

More information about the Improved Access Scheme is available on our website and leaflets are available in the waiting room.

March 2022



Langport Surgery Practice Leaflet

Modern medicine with traditional values provided by a professional, caring team



North Street, Langport, Somerset, TA10 9RH

Tel: 01458 250464

www.langportsurgery.co.uk

Telephone lines are open 8.00-6.30pm Monday - Friday



Welcome to Langport Surgery

This leaflet tells you about the practice and the services we offer you. For more information visit www.langportsurgery.co.uk

General Enquiries

Reception Telephone **01458 250464**

Monday to Friday 8.00am - 6.30pm

Please note, non clinical calls may be recorded for training and monitoring purposes.

Online Consultations

If you have a medical or administrative query you should contact the practice using our Online Consultations system. Queries can be submitted on www.langportsurgery.co.uk. Your query will be sent to a doctor who will take the appropriate action, which could be a follow up telephone call, a video consultation or they may ask you to come to the surgery for a face to face appointment.

Repeat Prescriptions

Telephone **01458 253253**

Monday to Friday 9.30am - 11.00am and 3.00pm - 4.30pm

Prescriptions

You can order your repeat prescription online using Patient Access via www.patientaccess.com (To register for this you will need to come into the surgery with 2 forms of ID, one must be photographic. For more information see our Patient Access leaflet) **OR** call reception to answer a series of security questions.

OR

Using the NHS App, for more information please visit www.nhs.uk/apps-library/nhs-app/

NHS 111

If you need a Doctor or Community Nurse when the Surgery is closed call **111**. The NHS 111 service is available 24 hours a day, every day. When you call 111 you will be offered advice or directed to the appropriate service.

How to find us

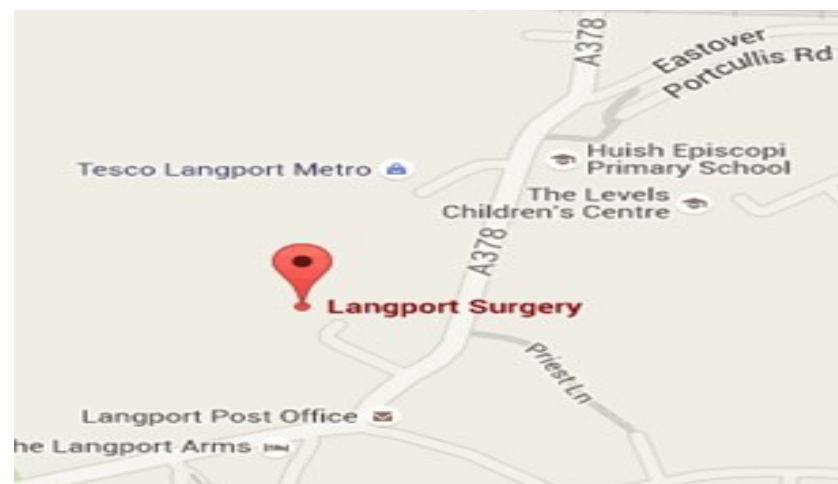
Access

Our surgery has a flat, level access to all clinical areas. Our staff will open doors and assist wheelchair users on request.

Practice area



Practice location



Rights and Responsibilities

What patients can expect:

- To be treated with respect and politeness by all staff.
- For confidentiality to be maintained at all times.
- To have access to a health care professional within 24 working hrs and a doctor within 48 working hrs.
- A safe, tidy and clean waiting room, consulting and treatment rooms.
- To be informed of any changes in service or alteration in practice.
- To be informed of the complaints procedure.
- To have access to the Operations Manager via an appointment system.
- To have a named accountable GP.

What staff can expect:

- To be treated with respect by all patients. Please remember our staff are trying to help you.
- The doctors and nurses will determine the frequency of appointments for each patient as determined by the patients condition.
- Patients with routine problems will not use the Out of Hours service.
- To be informed if patients are unable to keep their appointments.
- Patients to be on time for appointments.
- Repeat medication request to be made in accordance with practice policy.

GP Partners

Dr Adrian Stewart MB BS FRC DRCOG

(St Thomas' Hospital London 1986)

Dr Myriam Groessens MD (ARTS) MRCP DRCOG DFSRH

(Leuven Catholic University 1996)

Dr Richard Speke MB BS DRCOG

(St Bartholomew's Hospital, London 1998)

Dr Christoph Kollmeier PhD MRCP DFFP DGM

(Cologne University, 2003)

Dr Jenny Dyke MRCP (2015) DRCOG

(University of Birmingham 2007)

Dr Alice Collings MBChB

(University of Edinburgh 2013)

Associate GP

Dr Antony Webb MBChB MRCP DOH

(Birmingham University 1985)

Salaried GP

Dr David Gault MB BS MRCP DRCOG

(St George's Hospital London 1987)

Dr Lynn Donlevy MBChB DRCOG DFSRH

(Leeds University Medical School 2003)

Urgent Care Practitioners

Lois Parsons, RGN BSc Hons NP FP Cert

Sharon Smith, RGN BSc Hons NP

Deborah Rarity, RGN BSc Hons NP

Lucy Tall, RN, DipHe (Nursing), PGCert (MSC), NMP

Julia Barrett, BSc Hons Health Studies Degree

Nurse Practitioners deal with minor illnesses such as coughs, colds, urinary infections, earache and skin problems. Lois specialises in contraception, sexual health, menopause, respiratory diseases, eczema and skin infections. Sharon specialises in minor injuries.

Our governing body is

The Somerset Clinical Commissioning Group

Wynford House, Lufton Way, Lufton, Yeovil, Somerset, BA22 8HR

Tel: 01935 384000

Langport Surgery is a member of the CLICK Primary Care Network

Members of Staff

Business Manager: Sarah Poyntz-Wright

Operations Manager: Charlotte Norris

Office & Data Quality Manager: Sue Oliver

Secretaries: Wendy Oliver, Ruth Chudleigh, Tracie Eustace

Lead Receptionist: Lucy King

Lead Practice Nurse: Lucy Price, RGN

Deputy Lead Practice Nurse: Rachel Foster, RGN

Practice Nurses: Andrea Simmonds, Vicky Biscoe, Kirsty Clarke

Lead Health Care Assistant: Trudie Raymond

Health Care Assistants: David Street, Debbie Richards, Haidee Pine, Claire Fitch

Dispensary Manager: Julie Worthing

Deputy Lead Dispenser: Keilee Martin

Dispensers: Emily Milton, Toby Bushen

Support Staff include receptionists, administrative staff, dispensary assistants, cleaners and caretaker.

How to register at the surgery

If you are living within our practice area you can register with us by completing forms provided by reception or printed from our website. Forms must be completed fully before you can be registered and we require a form for every member of the household who wishes to register. Please bring in confirmation of your address (e.g. utility bill, bank statement) and photographic ID (e.g. passport, photo driving licence); this is not required for any person under the age of 16.

Text Message Reminder Service

If you have registered a mobile contact number with us then you will benefit from this service if you have completed our SMS consent form, please ask at Reception for more details. You can also cancel

Violent or Abusive Visitors

Any visitor who is violent, abusive or threatening towards any member of the surgery staff or other visitors will be asked to leave the premises. If they are our patient they may be removed from our list immediately. The police will be called in the event of a refusal to leave.

Chaperones

You are entitled to have a chaperone present during a physical examination. Please ask at the time of your appointment.

Telephones

Telephone calls are recorded for training and monitoring purposes.

CCTV

Please note that for the purposes of ensuring staff, patient and premises security, the surgery is monitored by CCTV.

Interpreter

An interpreter can be made available on request.

Disabled Facilities

The practice premises afford access for disabled patients. Disabled toilet facilities are available on site. An induction loop system is installed at the reception for those who have hearing difficulties.

Training practice

We are a training practice and host qualified doctors, known as GP Registrars, who are gaining experience in general practice. As part of our training we sometimes have a medical student sitting in during consultations – please say if you prefer to see the doctor or nurse alone. We occasionally employ doctors when a partner is away. These are always qualified doctors and referred to as Locums.

Complaints & Suggestions

A suggestion box is situated within the waiting room. We welcome your views and feedback. If you have any complaints, these should be addressed to the Operations Manager. Our Complaints leaflet explains our complaints procedure and it also includes details of external complaint bodies should you need to contact them. This leaflet is available in the waiting room.

NHS Friends and Family Test (FFT)

It is a contractual requirement that all GP practices undertake the NHS Friends and Family test (FFT). The first two questions have been set by NHS England. The purpose of the questionnaire is to give patients the opportunity to provide feedback on their experience that can be used to improve services. Periodically we will send the results to NHS England. The test should take no more than a couple of minutes and we would be very grateful for your response.

National Data Opt-Out Programme

NHS Digital is developing a new system to support the national data opt-out which will give patients more control over how confidential patient information is used. The system will offer patients and the public the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes.

Patients and the public who decide they do not want their confidential patient information used for planning and research purposes will be able to set their national data opt-out choice online.

Further information about the National Data Opt-Out Programme can be found on our website or in our 'Confidentiality and Data' leaflet.

Online Consultations

If you have a medical or administrative query you should contact the practice using our Online Consultations system. You can register or submit a query on our website, www.langportsurgery.co.uk, using the link on our homepage. This can found at the left hand side where it says '**Online Consultations**'.

Creating an account for our Online Consultation system will allow a two-way messaging service between you and the doctor. Your query will be sent to a doctor who will take the appropriate action, which could be a follow up telephone call, a video consultation or they may ask you to come to the surgery for a face to face appointment. The doctor may be able to help with your query online by replying to your message.

For patients who do not have access to the internet our reception team will be happy to log the query on your behalf by taking details from you over the telephone. They will ensure the doctor knows you do not have internet access. Call our reception team on 01458 250464 if you are not able to log the query yourself.

We aim to deal with all queries on the day, so contact us on a day you are available. You can add comments about your availability. You will not be able to submit a query after 4pm. If you have an urgent medical emergency after 4pm you should contact our reception team.

If you would like to contact a particular doctor please send your query in on a day that doctor works. Their usual working days can be found on our website.

Home Visits

Home visits are for patients who are too ill or infirm to leave their home. If you need the doctor to visit you at home please complete an online consultation or telephone the Surgery on 01458 250464 before 10:30am and give the receptionist as much information as you can to help the doctor assess the urgency required.

Dispensary and Medication

We are a dispensing practice and many of our patients are able to have their prescriptions provided by the surgery. We cannot offer dispensing services to a patient who lives within one mile of a local chemist (as the crow flies). If you are a non-dispensing patient at the Surgery please inform Dispensary of your chosen destination for your prescriptions. We issue 28 days' supply at any one time.

When you first join the practice, if you are on repeat medication, it is important to make an appointment with the doctor before your current supply runs out. Please bring either all of your medication or the repeat slip from your previous doctor. This will enable the doctor to input the information accurately onto the computer. When this is done you will be able to order your prescription as detailed.

Repeat Prescriptions

Please allow 3 full working days between requesting and collecting your repeat medication.

To order your prescription:

- Using Patient Access, via the following website: www.patientaccess.com
You need to come into the surgery in person with 2 forms of ID, (one must be photographic) to register for this service **OR** call reception and answer a series of security questions
- Using the NHS APP, for more information please visit www.nhs.uk/apps-library/nhs-app/
- Tick off the medication you need on your computerised repeat prescription form and send/or hand it in to the surgery
- For patients who are unable to access online services and who are unable to drop in a repeat form you may order via our telephone line -
Telephone 01458 253253

Services provided by the Practice

Respiratory Clinics	Blood pressure check
Blood tests	Cervical Smears
Immunisations/ vaccinations	Chronic Heart Disease
COPD/Spirometry	Diabetic Clinic
Ear syringing	ECG
Flu Clinics	Injections
INR Clinics	Minor Surgery
NHS Health Checks	Removal of sutures/staples
Wound Management	Family Planning

External Services operating from the Practice

Physiotherapy	Leg Ulcer Care
Community Palliative Care	

Your Medical Records

Confidentiality

Information that we hold about you is kept securely and is only accessed by members of the surgery during the normal course of their duties. A full explanation of who has access to this information and your rights regarding disclosure of this information is available from reception on request.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We only use or pass information about you to people who have a genuine need to know. If at any time you would like to know more about how we use your information, please contact the Operations Manager. A Confidentiality and Data leaflet is available in the waiting room.

Named GP

All patients have a named accountable GP. If you are unsure who your GP is please ask at reception. If you have a preference for a particular GP please let the receptionist know and we will try to accommodate your request.