

EMERGENCY CALLS

If you think your problem is life threatening

DIAL 999

For other emergencies telephone 111

For urgent on the day help from your GP please call 01285 831257 between 8.30 am and 9.30 am. Monday – Friday

For appointments please call

Rendcomb surgery on 01285 831257

8.30am-5pm Tuesday, Wednesday and Friday

8.30am-6.30pm Monday and Thursday

Outside of these hours you will be redirected to the out of hours emergency doctor.

For anything else or to consult with a doctor please refer to our website at www.rendcombsurgery.co.uk

e-mail glicb.therendcombsurgery@nhs.net

Please note the Doctors do not do e-mail consultations.

At certain times we employ a medical answering service to take your emergency call and put you in touch with the Duty Doctor



Rendcomb Surgery

Doctors

Dr Ian Davis, Senior Partner

MBChB (1995 Cardiff) BSc Hons

Dr Clare Henderson Partner

MBChB (2000 Bristol) DCH DRCOG DFFP MRCGP

Dr Nicky Holmes

Bsc Hons MBCLB (Leicester) MRCGP

Dr Tim Wakeford

MB BS 1998 (London) Dr COG MRCGP

Dr Sarah Barden

BM BS 2006 (Nottingham) MRCGP DFSRH

Practice Manager

Kate Jacques

Welcome to Rendcomb Surgery

Notes

There have been family doctors practising at Rendcomb for many generations. We continue to provide a very personal style of family medicine.

We offer a wide range of services for our patients living within a 9-mile radius of Rendcomb, and are situated about 100 yards off the A435, five miles north of Cirencester.

We have a large level car park with designated spaces adjacent to the entrance for patients who are less mobile.

CONFIDENTIALITY

All staff at Rendcomb Surgery are trained to keep all patient records, whether written or computerised, completely confidential. Even if you are under 16, no information will be given to anyone – including parents – without your permission.

In exceptional circumstances we may have to consider passing on confidential information without your permission, but we will always try to talk to you about this beforehand. The only reason for this would be when there is a need to protect you or others from serious harm.

If you have any worries about confidentiality, please ask a member of staff.

NAMED GP

You will have a named accountable GP. The GPC advises that it is sufficient to announce on the practice website/in the leaflet that patients have been allocated an accountable GP and that patients can obtain the name of that GP by contacting the practice.

Notes

Practice Team

Practice Nurses: Sarah Beasley and Julia Woods. Nurse Associate: Sara Kenny. Health Care Assistant: Helen Merrifield

The nursing team are available by appointment every day. They work closely with the Doctors and can provide help, advice and treatment for a variety of health issues for those patients able to attend the surgery. For more details of the services they provide please refer to the Nursing Services section.

Practice Manager: Kate Jacques

The Practice Manager looks after the day to day management of the practice and is available to discuss any non-clinical aspects of your relationship with the Practice.

Receptionists:

Our Admin Manager, Tina Carroll, heads up our Admin and Reception Team of Sally Alder, Julie Baker, Angie McNaught, Wendy Miles, Helen Merrifield and Lizzie Duggan. The Receptionists arrange appointments, and deal with any enquiries. They also perform essential administrative duties to help with the smooth running of the surgery.

Dispensary Staff:

Pharmacist Reehana Moetteli, Dispensary Manager Di Tombs, Dispensers, Keryn Wintle and Jules Mulcock and Dispensary Assistant Mandy Laycock, process all our prescribed medication and repeat requests.

Frailty Team. This service is only for patients who need extra help to manage at home, they will be referred to the team by their GP.

Our **Community Psychiatric** team assigned to the surgery will see patients with emotional or psychiatric problems after referral by the Doctor.

Surgery Timetable

Day	Morning 8.30 – 12.30	Afternoon	Evening 4.00 – 6.30
Mon	Dr Davis Dr Henderson Dr Barden	Dr Davis Dr Henderson Dr Barden	Dr Davis Dr Barden
Tues	Dr Holmes Dr Barden	Dr Holmes	No Surgery
Wed	Dr Davis Dr Barden	Dr Davis	No Surgery
Thurs	Dr Henderson Dr Wakeford	Dr Davis Dr Henderson	Dr Henderson
Fri	Dr Holmes Dr Wakeford	Dr Holmes Dr Wakeford	No Surgery

Changes to this timetable may be made during periods of absence. Closure for staff training will be advertised in advance.

The Surgery is open from 8.30am to 5.00 pm on Tuesday, Wednesday and Friday and from 8.30 am to 6.30 pm Monday and Thursday.

**TO BOOK AN APPOINTMENT PLEASE TELEPHONE
01285 831257**

RENDCOMB SURGERY SUPPORT GROUP

The Rendcomb Surgery Support Group is a patient participation Group that influences change within the Surgery via regular meetings with the Practice and also through online questionnaires. The Group also organises fund raising activities to purchase equipment for the benefit of the Practice patients. There is a notice board in the waiting room with details of forthcoming events.

Become a 'Full Member' and join in with the events planned, or a 'Virtual Member' and contribute to our online discussion group.

The current Officers are:

Dr Mark Aveline (Chairman)

Mrs Jenny Howlett (Treasurer)

If you are interested in helping the group, please contact the Practice Manager on 01285 831257

HOW TO GET THE BEST FROM THE SURGERY

APPOINTMENTS

(Tel: 01285 831257)

If you have an urgent need and want to speak a Doctor on the day you are calling, please telephone between 8.30am and 9.30am

Routine telephone appointments can be booked up to two months in advance. We will ensure that all urgent cases are dealt with on the day and for routine problems.

Please ensure you are available to answer the phone at the time given or arrive on time for your appointment using our handy check-in screen in the waiting room.

Appointment slots are for 10 minutes so when you are arranging your appointment, please let us know if you need longer e.g. if you have multiple problems to discuss. Please make a separate appointment for each person wishing to see the doctor or nurse. We shall endeavour to see you on time, but unavoidable delays may occur occasionally, and the receptionist will advise you if we are not running on time.

HOME VISITS

(Tel: 01285 831257)

Doctors will visit patients who are too ill to attend the surgery. To request a visit please telephone before 11.00 am if possible, to enable us to plan the Doctor's round and prioritise the most urgent cases.

REPEAT PRESCRIPTIONS – we Do NOT take requests over the phone.

Please order your repeat medication by post, in person, using the NHS app or via our website. (Note you will need to register to use the on-line service)

ACCESS TO MEDICAL RECORDS UNDER DATA PROTECTION ACT

You can access all of your health information via the NHS app.

PRACTICE NURSING SERVICES

The Nursing Team can only be seen by appointment. They are available Monday to Friday.

We offer the following services:

Blood Pressure Check

Dressings

Blood Tests

Removal of sutures

Cervical Smears and Women's Health

Eligible female patients will be invited for routine cervical smears.

Women up to the age of 35 will be recalled every three years. Women over the age of 35 will be recalled every five years.

A Well Woman check can be requested at the same time.

Child Immunisations

Normally given when attending Baby Clinic but can be arranged at other times if more convenient.

Chronic Disease Monitoring

You will be invited for regular checks if you have long term problems such as Diabetes, high blood pressure, heart disease or asthma.

Contraceptive Care

Pill check. Coil and implant insertions, checks and removals.

Wound Care

Including wound dressing and removal of stitches and clips.

Flu, Pneumonia, Shingles and Covid Vaccinations

Flu and Covid appointment clinics are set up the Autumn for eligible patients. We are also able to offer Pneumonia and Shingles to eligible patients throughout the year.

Minor Operations

The surgery is equipped to perform a range of minor surgical procedures.

Smoking Cessation

For patient wanting to stop smoking, one to one support and advice can be offered on a regular basis by the Practice Nurse. A range of therapies and services offer choice suited to individual needs.

Travel Immunisations

We can offer the full range of immunisations as Rendcomb Surgery is an approved Yellow Fever Centre. Travel advice for all destinations can be given. However, eight weeks' advance notice of your intention to travel is required to enable us to plan your immunisations. Most vaccinations will have to be paid for in advance by the patient.

Weight, Diet and Exercise

Advice will be given to promote a healthier lifestyle.

Ear Syringing

We advise the use of olive oil drops in the ears for at least 10 days prior to an appointment as this may avoid the need for syringing. There is a leaflet on ear care available in Reception.

PATIENTS RIGHTS

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

- Ensure our patients have 24-hour access to medical advice
- Aim for you to have access to a suitably qualified medical professional within 2 weeks, or in an urgent case, the same day
- Work in partnership with you to achieve the best medical care possible
- Involve you and listen to your opinions and views in all aspects of your medical care
- The prevention of disease, illness and injury is a primary concern

The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle. We would respectfully ask that you:

- Let us know if you wish to cancel an appointment or are running late
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us with providing you with the best service
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number, even if it's ex-directory

As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals and co-operate with the practice in endeavouring to keep you healthy.

VIOLENT AND ABUSIVE BEHAVIOUR

We will not tolerate such behaviour at the Surgery. We will remove a patient from our list that is violent or abusive towards any member of staff.

EQUALITY

Rendcomb Surgery is fully committed to the principle of equal opportunity in the way in which it recruits, trains and manages its staff and the way it treats its patients. It opposes all forms of unlawful or unfair discrimination including those on the grounds of:

- Age
- Disability
- Ethnic or national origin
- HIV status
- Marital status
- Nationality
- Race
- Religion
- Sex
- Sexual orientation

Our policy has been developed to ensure that all staff, prospective staff and patients are aware of our commitment to provide equality of opportunity.

Rendcomb Surgery aims to treat all employees and patients with dignity and respect, providing an environment free from all discrimination.

FEES FOR SERVICES NOT COVERED BY THE NHS

Some services provided are not covered by our contract with the NHS, for example signing Private Health Claim Forms, HGV medicals, shotgun certificates etc. Charges for these services are in line with the scale of fees recommended by the British Medical Association. Below are examples of current charges (the list is not exclusive).

CERTIFICATES AND FORMS

Letter to school/university/employer	£30.00 + VAT
Private Medical/sickness/accident insurance form	£30.00 + VAT
Shotgun/Firearms Licence	£45.00 + VAT
To Whom It May Concern letter	£30.00 + VAT

MEDICAL EXAMINATIONS AND REPORTS

Pre-Employment medical, HGV, LGV, Taxi Driver etc, Elderly Driver Fitness Certificate, Racing Driver.

EXAMINATION AND REPORT	£95.00 + VAT
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MEDICAL EXAMINATIONS AND REPORTS (Insurance Company etc)

Solicitors Report	£60.00
Supplementary Information	£30.00
DNA Fee	50% of fee
Lasting Power of Attorney (consultation and signature)	£60.00
OFSTED form	£104.00

TRAVEL (patient)

Holiday cancellation certificate	£30-00 + VAT
Fitness to travel	£30.00 + VAT
Carry medication for travel letter	£30.00 + VAT

MISCELLANEOUS FEES

Blood Test		£30-00
ECG		£70.00
Smear Test		£50-00
Attendance at the Surgery	with GP	£50-00
	With Nurse	£30-00

DISPENSARY

We can dispense medication to the majority of our patients, who live more than one mile from a chemist.

Opening Times

Monday	8.30 am - 6.30 pm
Tuesday	8.30 am – 5.00 pm
Wednesday	8.30 am – 5.00 pm
Thursday	8.30 am - 6.30 pm
Friday	8.30 am - 5.00 pm

Repeat prescriptions for regular medication can be obtained without seeing the Doctors providing it has been agreed by them, and monitoring is up to date.

Your medications will be reviewed regularly and sometimes you might be asked to speak to a Pharmacist or to attend an appointment with a nurse to have a blood test and/or Blood Pressure reading.

CHANGE OF CONTACT DETAILS

Please let us know immediately if you change any of your original registration details, for example your address or telephone number.

SUGGESTIONS AND COMPLAINTS

We are always pleased to receive your comments and suggestions about the services we offer. Please use the box in the waiting room or speak to the Practice Manager. The Practice has an In-House Complaints Procedure. Please contact the Practice Manager for details or pick up a pack at reception.

Community

District Nurses are centrally based at Cirencester and provide care for patients who are housebound and require nursing services. They can assess a patient's needs and refer to other agencies such as social services if required. They work in partnership with the whole of the health and social team, promoting independence and self-care. The District Nurses can also offer advice and support to housebound patients and their carers. They are not Based at the surgery but can be contacted on 0300 421 6072. Their working hours are 8.30am – 4.30pm.

Our **Community Midwife**, Sally Williams, shares the ante-natal care of patients and also attends the mother and baby before handing over the care to the Health Visitor. She can be contacted on 01285 655711 Extension 4561 or 07811 404784.

Our **Health Visitors** provide advice and support to families with children under 5 years old. The patients can be visited in their own homes. The Health Visitor can be contacted on 0300 421 8922.

SCREENING PROGRAMMES

The Surgery supports the national screening arrangements for the following:

Cervical Smears:

Women up to the age of 35 will be recalled every three years. Women over the age of 35 will be recalled every five years.

Mammograms:

Women between the ages of 50 – 64 years are routinely invited for breast screening every three years.

Aortic Aneurysm Screening:

This is an ultrasound test for men aged 65 which is offered at the surgery. This checks for an abnormal widening of the main artery of the body, the aorta.

Diabetic Eye Screening: Screening for diabetic patients over the age of 16 to check for damage at the back of the eye, a condition called Diabetic Retinopathy. This is performed every two years at the Surgery using a special camera.

Bowel Cancer Screening

NHS Bowel Cancer Screening checks if you could have bowel cancer. It is available to everyone aged 60 to 74 years.

The programme is expanding to also make it available to everyone aged 50 to 59 years. This is happening gradually over 4 years and started in April 2021.

When you collect your medication, you will be given a printout of your regular repeat prescriptions to assist you when re-ordering.

You may also order online using the “Prescriptions and medicines centre” button on our website www.rendcombsurgery.co.uk or via the NHS app but you will need to register for online services. Alternatively, you can leave it in the box in dispensary.

We require **three working days’ notice** for repeat medication as we only hold limited stocks on our shelves and usually have to order for delivery the following day. **We do not take orders for repeat medication over the telephone.**

If you have to pay for prescriptions, please ensure you have means of paying when you collect your medication. We accept cash or debit/credit card payments. (We can do contactless payment).

If you require medication urgently and the surgery is not open, then please telephone the **OUT OF HOURS SERVICE** on 111.

Please remember to reorder your medications in plenty of time!

ORDER DAY	READY FOR COLLECTION ON
Monday am	Thursday pm
Monday pm	Friday am
Tuesday am	Friday pm
Tuesday pm	Monday am
Wednesday am	Monday pm

Wednesday pm	Tuesday am
Thursday am	Tuesday pm
Thursday pm	Wednesday am
Friday am	Wednesday pm
Friday pm	Thursday am

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TEST RESULTS

(Tel: 01285 831257)

We ask you to take responsibility for contacting the surgery for the results of any tests which have been taken. **Please wait for 7 days after your tests then telephone 01285 831257 after 2.30 pm for the results.** The Receptionist will tell you if your results are normal, but they may make arrangements for you to speak to the Doctor if necessary. Test results are often not received from the hospital laboratories until after midday and need to be reviewed by the Doctors. We would not normally give results to anyone other than the patient in order to maintain confidentiality.

OTHER SERVICES

Baby Clinics:

Your child will be sent an appointment for immunisations by the Child Health Department.

The clinics are held on Thursdays from 11.00am to 12.00 midday.

Family Planning:

The Doctors provide the full range of contraceptive and family planning care and advice. Routine checks can be carried out by the Practice Nurse.

Maternity Care:

Please make an appointment to see the Doctor if you are planning to become or think you may be pregnant. Your care is shared by the Doctors and our Community Midwife who holds a clinics at the surgery.

The Midwife also provides parent craft classes in conjunction with neighbouring practices.

