

### Patient Participation Group

We are pleased to have a very active Patient Participation Group, which meets regularly with representatives from the Practice to discuss topical issues, express their views on planned service developments and to raise any issues which are of concern and/or will help to improve the standard of care offered by the Practice. If you would like to join the group, please ask for a form at reception or email ooh.amp@nhs.net

### Would you like to be involved but haven't got the time to attend?

We are pleased to announce that we now have a 'virtual' patient group! Members receive regular updates on practice developments and can give us their views and suggestions by email. To join our virtual Patient group, ask at reception for a form or email ooh.amp@nhs.net

### Complaints

The Practice operates a complaints procedure which follows NHS guidelines, and it is our aim to deal with complaints quickly and effectively. If you would like more details, please contact Reception in the first instance.

### Useful Contacts

#### Staff attached to Abbey Medical Practice

District Nursing Team	01386 502313
Health Visitor (children only)	01386 502055
Community Midwifery Team	01386 502323

#### Local Hospitals

Alexandra Hospital, Redditch	01527 503030
Cheltenham General Hospital	01242 222222
Evesham Community Hospital	01386 502404
Worcestershire Royal Hospital	01905 763333

#### Other Services

Choose & Book	0845 608 8888
SW Clinical Commissioning Group	01905 681999
Social Services	01905 763763
NHS 111	111

# Abbey Medical Practice



Evesham Medical Centre, Abbey Lane, Evesham Worcestershire WR11 4BS

### Our Doctors

**Dr Julia Lloyd**

**Dr Scott Perkins**

**Dr Paula Cusack**

**Dr Sarah Griffiths**

**Dr Elizabeth Forman**

<b>Questions</b>	<b>(01386) 761111</b>
<b>Appointments</b>	<b>(01386) 765555</b>
<b>Dispensary</b>	<b>(01386) 761100</b>

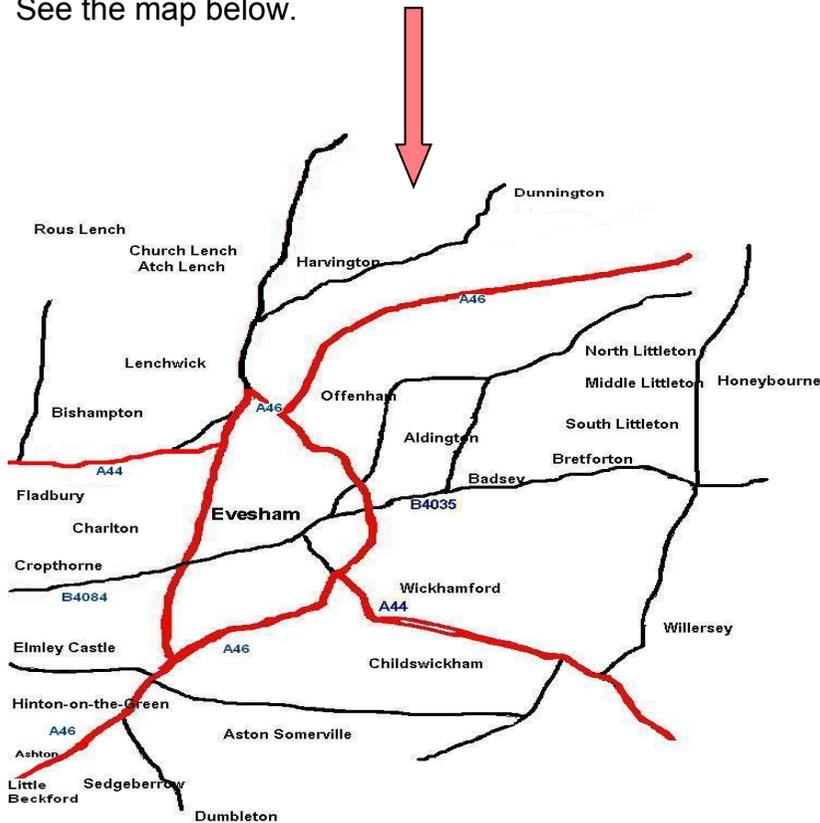
We are open from 8.00 am to 6.30 pm, Monday to Friday.

If you need any medical assistance outside of opening times, please contact the NHS service by telephoning 111

Abbey Medical Practice was founded on 1<sup>st</sup> October 1997 and we want to provide the best service to all of our patients.

In 2007 we moved into a new building and we can now offer patients more services.

Although we are based in Evesham town centre our Practice area covers many other villages. See the map below.



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#### New Patients

We are pleased to welcome new patients to the Practice list. In order to register, please enquire at Reception. You will then be asked to make an appointment to see a member of our Practice Nursing team for a New Patient Health Check.

#### Temporary Residents

You are entitled under NHS regulations to see a doctor anywhere in the United Kingdom if you are away from home and need medical help. We are happy to see anyone who is staying in our catchment area on a temporary basis.

#### Changes to Your Details

If you change your name, address or telephone number please let us know as quickly as possible so that our records can be updated.

#### Foreign Visitors

We are always happy to provide services to visitors from overseas. Please note, however, that whilst some visitors may be entitled to free NHS treatment, others may be required to pay for their treatment.

#### CCTV

CCTV operates in the practice for the security of patients and staff and is regulated in accordance with the Data Protection Act. Further Information is available at Reception

#### Dispensary

Requests for repeat prescriptions can be made by:

- Taking your computer printed repeat prescriptions request slip to the Dispensary
- Ordering online at [www.abbeymedical.com](http://www.abbeymedical.com)
- Posting your repeat prescription request slip to us

**Due to safety reasons, we are no longer able to take requests for repeat prescriptions over the phone.**

Please allow 24-48 hours for non-dispensing prescription requests to be processed, and 48 hours for prescriptions dispensed from the Practice.

#### Qualifying for Dispensing Services

Patients who live in an approved rural area and whose home is more than 1 mile from the nearest pharmacy can ask for their medication to be dispensed by the Practice. If you would like to have your medication dispensed by the Practice, please ask the Dispensary team.

We are pleased to be able to deliver medication to Dispensing patients. Please ask for details.

### Making an Appointment

We use an appointments system for patients wishing to be seen by either the Doctor or Practice Nurse, and aim to offer an appointment with a GP or nurse within 48 hours. The practice offers a mix of pre-bookable appointments (which can be booked up to 4 weeks advance) and 'book on the day' appointments, all of which are of 10 minutes duration.

### Online appointment booking system

Patients can now use our online appointment booking and cancellation service. If you would like to sign up for this service, please contact Reception for your registration form. Access to the online booking system is via a secure pin number that will be issued on completion of the form.

### Urgent Appointments

Patients with an urgent medical problem will always be seen on the same day, by arrangement. However, we are unable to guarantee which GP will deal with your problem in these circumstances. Please note: In certain cases, the doctor may telephone you first to discuss whether you need to attend the surgery

### Telephone Appointments

Patients are also able to speak to a Doctor over the telephone. If you feel your problem or query can be dealt with over the telephone, please contact the Reception team in the first instance.

### Cancelling an Appointment

If you are unable to attend, please inform us immediately on 01386 761111 in order that we can offer the appointment to someone else.

### Requesting a Home Visit

Home visits are available in circumstances where the patient's clinical condition requires it, and can be requested by contacting the Reception team on 01386 761111. If you need a visit, please contact us before 10.00 a.m. if possible.

### Obtaining Test Results

Test results can be obtained by contacting the Practice on 01386 761111 after 2.00 p.m. The doctor or nurse will advise you how much time to allow before enquiring about the results of your tests.

### Non-NHS Services

We are able to offer medical examinations for insurance purposes, fostering, pre-employment, HGV licences etc. Information on fees payable is available from Reception and [www.abbeymedical.com](http://www.abbeymedical.com)

## Meet the Team

### **Dr Julia Lloyd** BSc MB ChB DRCOG DFFP (Birmingham 1990)

Dr Lloyd has worked in General Medical Practice since 1994, and has knows a lot about women's health. She is our main doctor for asthma and weight management. Dr Lloyd is also one of our lead doctors for family planning.

### **Dr Scott Perkins** BSc MB ChB MRCS MRCGP (Manchester 1997)

Dr Perkins completed his specialist GP training in August 2009 and joined us in September 2009 as a salaried GP. He has particular interests in orthopaedics, sports injuries and minor surgery.

### **Dr Paula Cusack** MB ChB (Sheffield) 1998

Dr Cusack qualified as a GP in 2003 and her interests are diabetes, paediatrics, gynaecology and family medicine. Her working days are Monday, Tuesday and Wednesday.

### **Dr Sarah Griffiths & Dr Elizabeth Forman**

Dr Griffiths and Dr Forman started here as locum doctors, they are now salaried GP's and work here more often.

## Meet the Team

### Practice Nurses

Our Practice Nursing team is led by Margaret Symonds (Nurse Manager and Independent Prescriber), who oversees the team of Ruth Parkinson (Chronic Disease Management Nurse) Gill Pugh and Kim Willcox.

Our experienced team work closely with our GPs & other members of the practice team to deliver a comprehensive & caring service to our patients. While they each have individual specialities they are all involved in Chronic disease clinics & are available to offer help and advice on a wide range of health topics & issues including minor ailments & injuries, wound & leg ulcer care, children's immunisations, travel health & vaccinations, contraception & sexual health, weight management, ear irrigation & health promotion.

In addition, our trained and experienced Healthcare Assistants, are available for blood tests, blood pressure monitoring, ECG tracings, simple dressings and other health checks. They also assist with minor surgery, administer flu & vitamin B12 injections along with coronary vascular screening and assessment.

### Business Manager

Richard Allen has over 30 years of NHS experience and is responsible for the overall running of the Practice business and finances. He is also the Practice Caldicott Guardian for Information Governance and Confidentiality. Richard is the practice lead for Health & Safety, Information Governance, complaints and incident reporting.

### Practice Manager

Teresa Webb has worked in the NHS since 1988 and is responsible for the everyday running of the practice, operational issues and patient experience. Teresa is available to assist with any comments, suggestions, queries or complaints both in relation to the services we provide

### Reception Team

Sara Harris leads our team of friendly receptionists who are keen to ensure patients receive a prompt and efficient service. In addition to arranging appointments and home visits, they can give out the results of tests and investigations after consultation with the appropriate doctor. They also play a pivotal role in the day to day administration of the Practice.

## Meet the Team

### Medical Secretary Supervisor

Nicky leads our team of medical secretaries, who provide essential support services to all members of the practice team. In addition to general administrative duties, they provide high quality medical secretarial services and are the first point of contact for Choose and Book queries and manages the Choose & Book system.

### Administration Team

Our admin team is managed by Amanda Davies who oversees all the administrative functions of the practice. Amanda is also our first point of contact for practice IT issues. Amanda is assisted by Amy Davies, Administration Officer and our Admin Apprentice, Katy Smith.

### Practice Pharmacist

Rachael Ishaq has joined the team as our Pharmacist. She is responsible for medicines management within the practice and is also able to help with any queries patients may have in respect of their medication.

### Dispensary Team

Our Dispensers are happy to take requests for repeat prescriptions and can also dispense medicines to patients who live outside Evesham more than 1 mile from their nearest pharmacy.

### Health Visitors

Our Health Visitors provides services to families with young children up to the age of 5 years. They hold regular clinics in the practice and can be contacted via the Reception team.

### District Nurses

Our District Nurses are also based in the Practice and work closely with our GPs to provide nursing services to our housebound patients. They can be contacted on 01386 502313 or messages can be passed via our Reception team.

### Community Midwifery Team

A team of community midwives, work closely with our GPs to provide antenatal services to our patients. The practice midwife is Louise who holds a clinic on Mondays and can be contacted on 01386 502323.