

CIRENCESTER HEALTH GROUP



*“Providing high quality healthcare in a responsive,
supportive, courteous, and cost-effective manner”*

CIRENCESTER HEALTH GROUP

Digital Welcome Booklet

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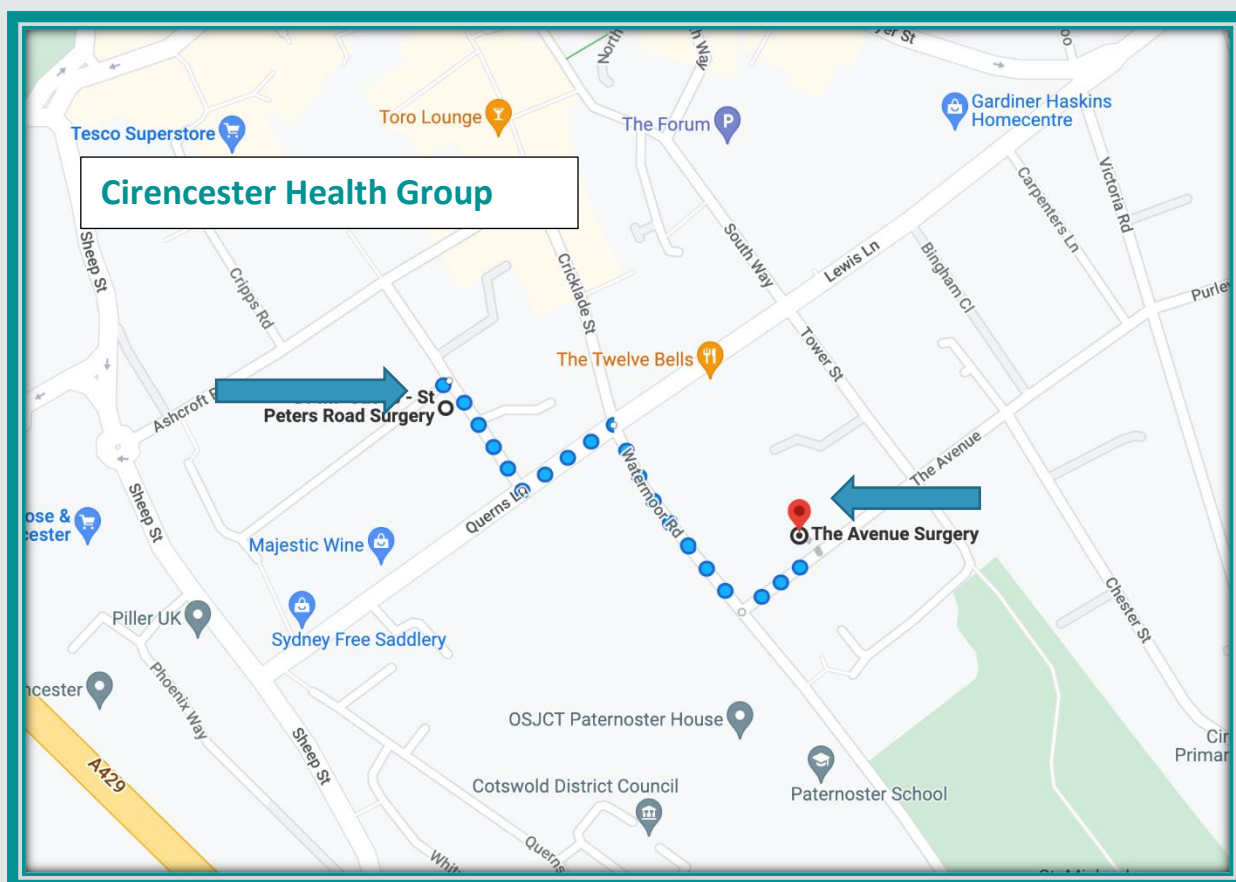
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1. Our Practice and Premises

Cirencester Health Group aims to be a thriving practice that acts with kindness and integrity to all.

We are based across two sites, both located in charming Victorian buildings in the town centre and within 4 minutes' walk of each other.

- The Avenue Surgery, 1 The Avenue, Cirencester GL7 1EH
- St Peter's Road Surgery, St Peters Road Surgery, 1 St Peter's Rd, Cirencester GL7 1RF



Opening Hours

Mon-Wed 08:30-18:30

Thursday 08:30- 18:30, 18:30 - 20:00 (pre-booked extended hours)

Friday 08:30- 18:30

2. Welcome to Cirencester Health Group

Patient wellbeing is at the centre of all that we do at Cirencester Health Group. General practice is under considerable pressure currently and we constantly work to keep pace with these changes so we can continue to deliver an excellent experience with a friendly welcome and quick access to an appropriate health care professional so you can obtain the assessment and advice you need.

Continuity of care is a priority and whilst we have a team of experts available to consult, we aim to provide consistency to ensure patients can build a long-term relationship with their own doctor. We offer:

- ◇ Pre-bookable consultations with doctors and nurses
- ◇ Telephone consultations
- ◇ Digital consulting via the website and text communications from your healthcare team
- ◇ Urgent duty doctor team
- ◇ A range of chronic disease/specialist clinics

Our Mission Statement at Cirencester Health Group is that we aim to provide high quality healthcare in a responsive, supportive, courteous, and cost-effective manner.

List size

We have approximately 13000 patients registered.

Website

More information about our services and online access can be obtained via our website:

<https://cirencesterhealthgroup.co.uk/>

3. Care Quality Commission rating

Cirencester Health Group is rated “good” by CQC.

The Care Quality Commission (CQC) makes sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate, and high-quality care, and encourage them to make improvements where possible. www.cqc.org.uk

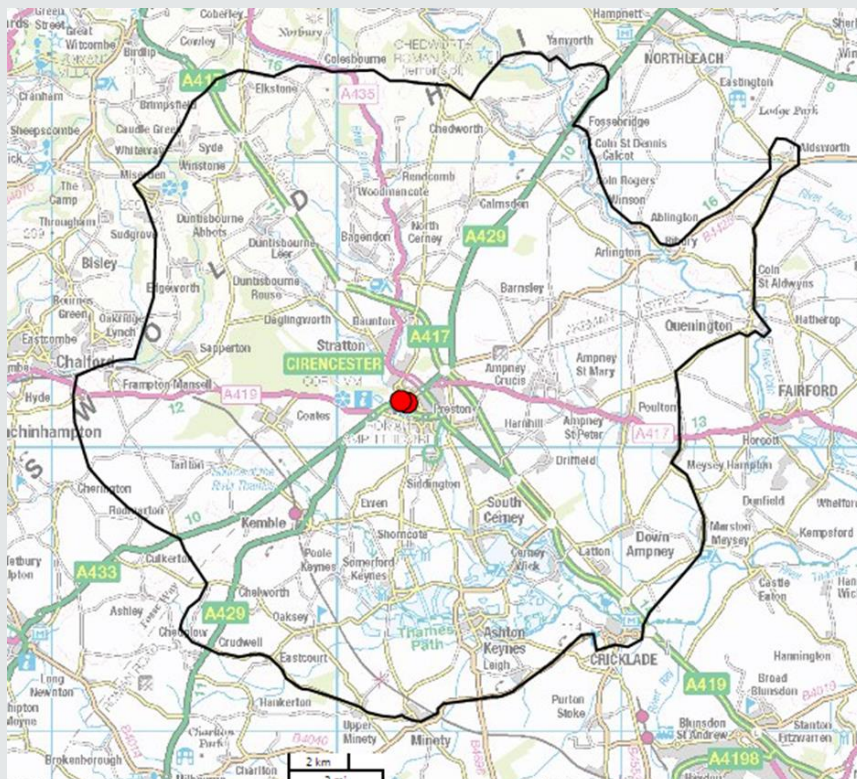
4. Registration

New patients

If you would like to register with the practice, please either register via our [website](#) or call into reception and speak to our reception staff, who will provide you with a simple registration form and a questionnaire that you will need to complete. Please bring photographic identity and proof of address. It can take some time for your records to reach us from your previous doctor, and the information you give us in the questionnaire is helpful in the interim. For families with children, we emphasise the particular importance of recording the immunisation and vaccination history. All new patients are offered an appointment; this appointment enables us to take some details about your medical history and some simple measurements e.g. blood pressure.

Moving house (for existing patients)

If you move house and you still reside in our boundary, then you may remain on the practice list by completing a change of address form with your new details. However, if you reside outside our boundary then unless there are exceptional circumstances, you will be asked to move to a neighbouring surgery. If you require any further information, then please see NHS website at www.nhs.uk.



5. Appointments

If possible, please make an appointment in advance by telephone or by using the online access service via the website. If you prefer you may also call in at reception to book appointments. We encourage patients to see their usual doctor wherever possible. However, when your doctor is away you may be asked to see another GP. If you are unable to attend your appointment for any reason, please let reception know as early as possible so that the appointment may be offered to someone else.

Urgent or on the day appointments

For patients who have suddenly become unwell, we use a triage system for urgent appointments – one of our clinicians from the urgent on-call team will call you back to discuss your problem and book an appointment if necessary. Our on-call team is comprised of two GPs, a paramedic and advanced minor illness nurse practitioner. This system allows patients with urgent conditions to be assessed and seen on the same day when necessary.

Telephone appointments

Telephone appointments can be booked with reception if you do not feel you need to see a doctor or nurse but would like to discuss something with them. If you wish to discuss a visible condition such as a rash, then please email a photo to cirencester.healthgroup@nhs.net or ask reception to text you a photo link to your phone. The surgery staff are trained to take messages for you, give results of investigations and help you get in touch with other members of the practice team.

Please note that any results can only be given to the patient themselves, rather than to a third party, unless that is done with the patient's consent. Telephone messages can be left for your doctor who will then be able to get back to you or arrange a routine appointment when they are next available if appropriate.

Digital consulting

Accurx: is a text messaging system whereby we can quickly and efficiently convey important information direct to your phone. We may use this to contact you for several reasons, including to pass on reminders, send questionnaires, ask for photos of visible conditions, signpost you to further information on your condition. We also use **email** where preferred by the patient for this purpose. Please help save postal costs and expediate our

communication with you by providing a mobile phone number and or email address when you register.

FootFall is a way of connecting with your GP Practice online via our website. It enables you to securely ask free text questions of your GP, Nurse, Pharmacist, or other clinician. Access this service by visiting our website (hours this service is available are limited to practice working day mornings).

Enquiries via the website may take up to 48 hours to be addressed during the week and longer over the weekend, so should not be for urgent matters.

<https://cirencesterhealthgroup.co.uk/digitalpractice/reception-and-enquiries/>

Home visits

Home visits are offered only for those who are housebound or after telephone assessment by our on-call GP or paramedic, those deemed too unwell to come to the surgery. Attending the surgery enables us to deal with your problems more thoroughly, as we have our full team and equipment available. Ideally, please telephone before 10.00am giving details. Please remember that a clinician can see up to five patients in the surgery in the time it takes to make one home visit.

Extended hours appointments

Extended hours appointments are available outside our usual opening hours on Thursday evenings for patients who are unable to attend the surgery during our usual working hours. Please ask reception and explain that you cannot attend during usual hours. We try to be flexible with appointments and if you are unable to get an appointment at a time that is convenient for you reception will do their best to help.

DNA (did not attend) appointment

If you cannot attend your appointment, please let reception know as soon as possible to they can reallocate your appointment. All DNAs will be logged electronically as per our DNA policy and patients who DNA on three or more occurrences will be contacted by the Practice Manager. Further occurrences may result in removal from our practice list.

Emergency same day (EDSMI)

You may be referred when contacting the practice regarding an acute issue to the emergency same day clinic at Cirencester Hospital. They can manage new, acute conditions in adults and children 1 year and older including ear, nose and throat conditions, upper respiratory tract conditions, non-cardiac chest pain,

urinary tract infections, eye problems, musculoskeletal problems, skin problems, and emergency contraception.

Out of Hours Service

If you require urgent medical attention or advice outside of normal surgery hours, you can visit ASAPGlos at www.asapglos.nhs.uk. Or you can call **111** for help and advice or the usual numbers, 01285 653122 or 01285 653184 and this will direct you straight through to the GP out of hours service.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call 999.

For example - chest pains and / or shortness of breath, severe bleeding that will not stop constitute an emergency.

Staff training

Once every month the surgery is closed on one afternoon for staff training. Notices are put up on the practice doors and on our website. During these times the message service will pass on any emergency messages to our duty doctor.

Please help us to help you

- Please arrive on time for your appointment. This reduces delays.
- If the doctor is running late either the receptionist at the desk will let you know. If you are waiting more than 30 minutes, please let our receptionists know.
- If more than one person needs to see the doctor, please ensure that you make a separate appointment for each. Each appointment is 10-15 minutes long. If you would like to discuss more than one problem or feel your problem is complicated and you will need longer than 10-15 minutes, please ask for a longer time.
- Please cancel appointments as soon as possible should you be unable to attend.
- Please remember, out of hours visits are for emergencies only.
- If there are delays, please be tolerant as emergencies do occur.
- If you feel you would like a chaperone present at your consultation, please inform your Doctor/Nurse who will be happy to arrange this for you.

6. The clinical practice teams

Doctors

- **Dr Anna Keitley – (she/her)** *MBBS 1996 (UCL London) BSc DRCOG MRCGP*

Dr Keitley joined the practice in 2011 having previously spent time in the RAF and as a GP partner in Swindon. She enjoys all aspects of general practice and is the practice lead for the PCN. Outside of work she likes to visit her grown up children in London, ferment vegetables and go for long Cotswold walks.

- **Dr William Norman – (he/him)** *MBBS (London), MRCGP, DFRSH, DCH*
Dr Norman joined The Avenue as a full-time partner in 2005 after several years working in a practice in Cambridgeshire where he also ran the local GP training scheme. He is qualified as a GP trainer and supports the GP Registrars who work with us in the practice. When not at work he enjoys spending time with his wife and son, visiting contemporary art galleries, and looking after their four chickens Lola, Ivy, Chloe and Patsy.

- **Dr Vanessa Tiffney – (she/her)** *BSc Med Sci (St. Andrews) MBChB 1993(Manchester), MRCGP, DFRSH*

Dr Tiffney qualified as a GP in 2000 and has been a part time partner at the practice since 2008. She enjoys all aspects of general practice but has interests in general medicine and women's health. She also sits on the Local Medical Committee representing South Cotswold GPs and is a qualified clinical supervisor, supporting GP training in the practice. When not at the practice she can be found looking after her family, running with her dog, or enjoying a good book.

- **Dr Helen Bromwich – (she/her)** *(Bristol 1995) MB ChB, MRCGP*
Dr Bromwich has been a partner at the practice since 2000. Her special interests are Care of the Elderly and diabetes. She is learning British Sign Language and at weekends she likes to enjoy her wildlife garden.
- **Dr Kate Digby – (she/her)** *(Cardiff 2002) MB ChB, MRCP (2006), MRCGP, DRCOG, DFRSH*

Dr Digby joined the Partnership in 2016, after first completing her GP training and working in the Practice as a Salaried GP. She has a keen interest in medical education and has a portfolio career. In addition to her GP work, she works with Health Education England as a Training Programme Director, training the GP workforce of the future. She is also a GP Educator for NB Medical Education, delivering GP update courses nationally. Dr Digby enjoys all aspects of General Practice and offers

implant fitting as part of her family planning interest. Outside work she enjoys spending time with her family and dogs, keeping fit and most outdoor activities. She is a 6-time Tough Mudder Legionnaire and ran the London Marathon in 2021!

- **Dr Rachael Wickett – (she/her)** (*London 2006*) BSc (Hons), MBBS, BSc, DRCOG, MRCGP

Dr Wickett joined the practice in 2014 becoming a partner in 2017. She enjoys all aspects of general practice with interests in child health and fertility medicine. Outside of work she enjoys spending time with her family as well as Pilates and running. In 2021 she ran the London Marathon raising money for a cardiac rehabilitation charity.

- **Dr Robert Mawdsley – (he/him)** BSc(Hons), MB ChB (*Aberdeen 2006*), MRCGP

Dr Mawdsley joined the Practice in 2016 after having previously trained and worked around Scotland in Aberdeen, Edinburgh and Tayside and joined the partnership in May 2022. He is interested in all aspects of general practice but particularly enjoys patient advocacy, dermatology, minor surgery, joint injections, medical complexity, and mental health. When not working in Primary care he enjoys spending time with his wife and two daughters, home improvement, reading and working with his family business.

- **Dr James Urquhart – (he/him)** BSc (Hons) Psychology, MBChB (*Manchester*), MRCS (*Edinburgh*), DRCOG, MRCGP.

Dr Urquhart joined the practice in November 2013. Prior to becoming a GP, he trained as a General Surgeon in the Northwest of England and worked in Accident and Emergency Medicine at the Great Western Hospital for 10 years. He has experience working in sexual health and currently provides a Vasectomy Service for patients in Gloucestershire and is a GP Tutor for Year 4 and 5 Bristol Medical students on GP placements with Cirencester Health Group. He enjoys the great outdoors and is keen on hillwalking and mountaineering.

- **Dr Alex Harris – (she/her)** (*Southampton 1995*) MB, MRCGP, DRCOG, DFFP

Dr Harris joined the practice in 2014 as a salaried GP. She enjoys all aspects of general practice but has an interest in women's health and family planning and is trained to fit coils. She moved to the Cotswolds having worked in Oxfordshire and Devon. When not at work she enjoys spending time with her 3 children and trail running.

- **Dr Holly Cavanagh – (she/her)** (*Newcastle 2009*) MBBS, MRCGP

Dr Cavanagh joined the practice in 2017 as a salaried GP. Before

becoming a GP, she spent time working in Emergency Medicine in Australia and Stroke Medicine in Bristol. She enjoys all aspects of general practice with interests in child health and ENT. She enjoys swimming, countryside walks and beach trips with her family.

- **Dr Emily Bean – (she/her) - BSc Hons (Birmingham), MBChB (Manchester), MRCGP.**

Dr Bean joined the practice as a salaried GP in 2022 having completed her GP training placements with us the same year. She has interests in child health, fertility medicine and urgent care. When not at work she is busy with her young twins, but enjoys travel, good food and going to the theatre or concerts.

- **Dr Kit Tigwell – (he/him)-BMedSci, BMBS (Nottingham) MRCGP**

Dr Tigwell joined the practice as a GP Registrar, Swindon Patch Education Scholar in 2022 having completed his placement in August 2023 he joins the practice as a salaried GP in September 2023. He enjoys all aspects of general practice with an interest in gender healthcare. When not at work he enjoys baking, gardening, and going to festivals/concerts.



Timetable

Please note that the timetable may be subject to change due to holidays or sickness absence.

	<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thur</i>	<i>Fri</i>
Dr Anna Keitley	AM PM	AM PM		AM PM*	AM
Dr Helen Bromwich	--	PM-	AM	--	AM PM
Dr Vanessa Tiffney	AM PM	--	AM ***** PM	--	--
Dr Will Norman	AM PM	AM** PM	--	AM PM	--
Dr Kate Digby	AM PM	--	--	AM PM**	--
Dr Rachael Wickett	AM PM	--		AM** PM	
Dr Rob Mawdsley	----	--	AM***** PM	AM PM	AM PM
Dr James Urquhart	AM	AM	AM PM*	AM PM***	AM PM
Dr Alex Harris	--	AM	AM PM*****	--	--
Dr Emily Bean	AM PM	AM PM	AM PM	--	--
Dr Kit Tigwell		AM PM	AM PM		AM PM
Dr Holly Cavanagh	--	AM PM	--	--	AM PM
Evening surgery	--	--	--	18:30- 20:00 (rota)	--

*Nursing homes

** Teaching/tutorials

***Vasectomy clinic

**** coil clinic

*****Minor ops clinic fortnightly

Practice nurse, health care assistant and urgent care teams

We have a team of dedicated and skilled practice nurses who run clinics daily. Appointments can be booked for contraceptive reviews, dressings, cervical smears, health checks, routine immunisations, and general advice.

The Practice Nurses are available by appointment most mornings and afternoons. They work closely together as a team and liaise with the GPs.

Our nurses have routine nursing care clinics as well as running specialist clinics in:

- Cervical cytology (cervical smears)
- Diabetes
- Hypertension
- Asthma and chronic lung disease (COPD)
- Chronic heart disease
- Child, teenage and adult immunisations
- Flu prevention
- NHS Health Checks

For certain procedures (ECG, etc) you will be asked to read a Patient Information Leaflet, this will be given to you at reception. However, if you make your appointment online or by phone then these can be downloaded from our [website](#).

Healthcare assistants support practice nurses with their daily work and carry out tasks such as phlebotomy, new patient checks, NHS health checks and blood pressure management. They may act as a chaperone when a patient or doctor requests one.

Practice Nurses

- **Nurse Berit Bengtson (she/her)**—Berit is the Lead Practice Nurse. Duties include wound care, health checks, long-term condition (LTC) reviews (especially diabetes), vaccinations & injections, smears, coil assistant, doppler assessments.
- **Nurse Carol Bond (she/her)** – duties include LTC review (especially diabetes and respiratory), baby immunisations, injections, and smears.
- **Nurse Hayley Baker (she/her)** – LTC reviews (especially diabetes and hypertension), ear irrigation, phlebotomy, smears, and wound care.
- **Nurse Rebecca Alder (she/her)** – Duties include health checks, phlebotomy, ECGs, wound care, vasectomy assistant.

- **Nurse Denise Moore (she/her)**—Denise is our Advanced Minor Illness Nurse Practitioner and works with the urgent duty team and holds a weekly sexual health clinic.

Trainee Nurse Associate

- **Mrs Beata Mackenzie (she/her)** – Duties include hypertension reviews, NHS health checks, vasectomy assistant, ECGs, wound care, ear checks, vaccinations and injections, phlebotomy.

Health Care Assistants / Phlebotomists

- **Mrs Nina Anderson (she/her)** – Phlebotomy, vasectomy assistant, wound care, injections, NHS Health Checks
- **Miss Aimee Farr (she/her)** – phlebotomy, minor ops and vasectomy assistant, injections, wound care, NHS health checks.
- **Mr Stuart Thurston Burridge (he/him)** – phlebotomy, vasectomy assistant, wound care, injections, NHS Health checks.

Paramedic practitioner

- **Mrs Victoria Bennett (she/her)** -works with our urgent care team, preforms phlebotomy and visits acutely unwell housebound patients.

Care coordinators

By assisting you to access health, social and community services your care navigator aims to help you maintain your independence and safety at home, avoiding hospital admissions. You can contact our care co-ordinators directly, so if you have been in hospital or have any queries about your ongoing care or how to stay safe and independent at home, please contact the team via 01285 701150.

Pharmacy team

We have two clinical pharmacists and a pharmacy technician on staff who can help with your prescription queries, medications reviews and help update repeat medications following a hospital visit. They also undertake audits of our practice to ensure our practice prescribing is optimal and in line with latest guidelines. Please contact the team on 01285 883016.

Frailty team

We have an in-house NHS Frailty team, comprised of a matron and well-being coordinator, who work closely with us and provide assessment, treatment, for frail patients who are at risk of hospital admission. The aim of the service is to

reduce the number of people needing to go to hospital by keeping patients safe in their own home and helping them access all available services they need. They will also have access to the step-up beds in the community where necessary.

7. The Non-clinical practice teams

Practice management

We are fortunate to have two highly skilled practice managers:

- **Miss Anita Logan** – Our finance and business practice manager is responsible for the overall running of the surgery, and she oversees all aspects of finance.
- **Mrs Sue Dunham** – Our HR and Operations Practice Manager. Sue looks after the day-to-day management of the Practice and staffing. She will be pleased to discuss any problems that you may have of a non-medical nature and to receive any ideas, comments, or suggestions that you may have about the services offered.

Reception care navigators

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with our GPs. They also perform other important tasks such as giving details or recent test results and messages from our GPs, issuing repeat prescriptions, and dealing with prescription enquiries.

Secretaries

Our secretaries deal with referrals and letter to secondary care and liaise with the booking office. If you have a query regarding a referral made by your GP, please contact them via reception. They also take bookings for the vasectomy clinic. Select option 3 on the phone system to be put through.

Administration

We have a team of administrators who perform several roles and will be able to help you with general enquiries regarding medical reports including insurance reports, DVLA reports, childminding OFSTED reports and adoption reports. They also process and scan all correspondence received, summarise and code records, they send out long term condition review and health check invites and process screening results.

8. Practice services

Contraception clinic

Our team can advise on a wide range of contraceptive choices. The care navigators will ensure you are booked in with the correct clinician to help you. We have a number of GPs with a special interest in contraception and our advanced nurse practitioner runs a contraception clinic (including fitting or removing implants, administering depo injections and removing coils) on a Thursday afternoon.

Urgent on-call team

We have a team to deal with urgent issues made up of two GPs, an advanced minor illness nurse practitioner, and our paramedic. If you need urgent advice for yourself, a child or relative please leave a message for the duty team via reception and they will contact you as soon as possible. Reception may ask a few details about your enquiry so an appropriate member of the duty team can contact you in an appropriate timeframe.

Social prescribing

Our social prescriber can direct patients to a range of local, non-clinical services. If your healthcare professional deems that our social prescriber may be helpful, they will refer you. Recognising that people's health and wellbeing are determined mostly by a range of social, economic, and environmental factors, social prescribing seeks to address people's needs in a holistic way and aims to support individuals to take greater control of their own health.

Phlebotomy clinic

Our nurses and health care assistants take blood tests at both sites. If you need to schedule a routine blood test, please try and do so well in advance – perhaps 4 weeks.

Test Results - We ask you to take responsibility for contacting the surgery for the results of tests or consultant appointments. Please ring for results of investigations after 11.00am, if possible. To maintain confidentiality, details will only be given to patients themselves or the parents of minors. Once a doctor has seen your test results, they will permit the receptionists to give you the information over the phone. Common information you could be given includes:

- **Normal no action:** This means that your result is within a normal range and the doctor feels no action is required.

- **Satisfactory:** This means that your result may not be within the normal range, but the doctor does not feel this is anything to be concerned about. Should you wish a telephone appointment can be booked to discuss this.
- **Please make a telephone appointment:** This is when your result is not within the normal range and the doctor would like to discuss this with you. Should your result be outside of a normal range and the doctor has immediate concerns about this, we will contact you as soon as possible.

Vaccinations

It's important that vaccines are given on time for the best protection, but if you or your child missed a vaccine, contact your GP to catch up. Some vaccines are only available on the NHS for groups of people who need extra protection.

Further information can be found here:

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

Fit notes /Med 3 certificates

If you're off work sick for 7 days or fewer, your employer should not ask for medical evidence that you've been ill. Instead, they can ask you to confirm that you've been ill. You can do this by filling in a form yourself when you return to work. This is called self-certification.

If you're off work sick for more than 7 days, your employer will usually ask for a fit note (or Statement of Fitness for Work) from a healthcare professional. Fit notes are sometimes referred to as medical statements or a doctor's note.

If you need a fit note, then please leave a message using the link on the website under the "Reception and enquiries" section or leave a message with reception.

For more information see:

<https://www.gov.uk/taking-sick-leave>

Minor surgery

Dr Mawdsley runs a minor surgery clinic to which appropriate lump and bumps can be referred by GPs at the practice. Lesions permitted to be removed on the NHS must be significantly symptomatic or of diagnostic uncertainty and cannot be removed for purely cosmetic reasons. The range of lesions that can be considered for removal in primary care includes epidermoid (sebaceous) cysts, lipomata, pyogenic granulomas, basal cell carcinoma and haemangiomas. Skin lesions with malignant potential are not seen by this service but rather urgently referred to the Rapid access skin assessment service at the hospital.

Steroid injections

For treatment of osteoarthritis joint pain not responding to simple pain killers and physiotherapy, but not severe enough for joint replacement, injection of steroid may give symptomatic relief. In addition to arthritis treatment other indications for injections include bursitis, tendinopathy, and tenosynovitis, enthesopathy, neuromas, entrapment, and impingement syndrome. Although pain relief is the most common indication. Doctors Norman and Tiffney do knee and shoulder injections and Dr Mawdsley does most sites.

Vasectomy service

Dr Urquhart runs a vasectomy service at St Peters Road surgery. Using the gold standard 'No Scalpel Vasectomy' (NSV) technique which means there are significantly less complications as compared to conventional vasectomy. NSV uses specially designed fine instruments to bring the tubes out through a single midline keyhole before they are divided separately, and heat sealed. The advantages of this procedure compared with the conventional scalpel method are:

- No stitches at any stage of the procedure including the skin.
- It is a keyhole procedure which is less invasive and involves less tissue handling, which in turn results in reduced complications, for example pain, bleeding, haematoma (clot in the scrotum), and infections.
- Shorter operating time
- Quicker recovery

If you have finished having your family and would like to consider having this contraceptive procedure, then please arrange initially a telephone appointment with Dr Urquhart.

Health checks

The NHS Health Check is a preventive healthcare programme offered by Public Health England. The programme invites adults aged between 40 and 74 in England for a health check-up every five years to screen for key conditions including heart disease, diabetes, kidney disease, and stroke. If you are called for a health check, you will be asked to book in for a blood test first and then once the results from these are back an appointment with a nurse or healthcare assistant.



9. Teaching and training

We are committed to medical education and at most times we have GP Registrars working in the practice. They are fully qualified and very experienced doctors who are finalising their accreditation as GPs and may work within the practice from 12-18 months.

Frequently we also have undergraduate medical students, nurses, or ancillary staff training in the practice. We will always inform you if there is a student present and your permission will be sought before a student attends your consultation. All trainees are bound by strict confidentiality agreements and are very helpful with learning and education for the practice as well as the student.

Videoing

For doctors' ongoing professional development and as part of GP registrar training some consultations may be videoed (no intimate examinations will be videoed). You will be asked if you would mind co-operating with these essential programmes. However, should you not wish to be part of a training programme please let reception know and your wishes will be respected.

10. External services

NHS 111

NHS 111 is here to make it easier and quicker for patients to get the right advice or treatment they need, be that for their physical or mental health. 24 hours a day, 7 days a week.

Website: <https://111.nhs.uk/>

Call: 111

Minor injuries unit

You can get help for a variety of new or recent minor illnesses or injuries, including sprains, minor fractures, wounds and burns, earache, sore throats, skin problems, eye conditions and more at our MIUs.

Website: <https://www.ghc.nhs.uk/our-teams-and-services/miuis/>

Cirencester Hospital

Tetbury Road, Cirencester, GL7 1UY

Tel: 0300 421 7777 (triage line) or 0300 421 6200

8.00am – 11.00pm

Physiotherapy

Physiotherapy Services are accessed by an online self-referral. Once you have completed the referral form, you should receive an e-mail confirming receipt of submission. A physiotherapist will assess your form and you will receive an appointment by post.

<https://www.ghc.nhs.uk/our-teams-and-services/adult-physiotherapy/musculoskeletal-physiotherapy-self-referral-form/>

X-Ray bookings

If your GP has requested an X-Ray for you then please ring the Cirencester X-Ray department (leaving at least 24 hours after your appointment) to make an appointment on 0300 422 4488. Opening hours are Mon-Fri 09:00-17:00.

Please call the surgery to follow up in 2 -3 weeks after you have the X-Ray if you have not heard from us.

Pharmacies

- **Horton Pharmacy**, 7 Market Place, Cirencester, GL7 2NX, Mon-Sat: 09:00 - 17:30. Tel 01285 653042
- **Lloyds Pharmacy**, 24 Ashcroft Gardens, Cirencester, GL7 1RB, Mon-Friday 09:00 - 19:00, Sat 09:00-13:00. Tel: 01285 658217
- **Boots**, 39-43 Cricklade St, Cirencester, GL7 1HY, Mon-Sat 08:30 - 17:30, Sunday 10:00-16:00. Tel: 01285 653019
- **Chesterton Pharmacy**, 16 Chesterton Lane, Cirencester, GL7 1XQ, Mon-Fri 08:30 - 18:30, Sat 08:30-13:00, Tel: 01285 653539
- **Tesco Pharmacy**, Kings Meadow Cricklade Rd, Cirencester, GL7 1NP, Mon- Fri 06:30-22:30, Sat 06:30- 22:00, Sunday 10:00-16:00, Tel: 01285 349520
- **Laurels Pharmacy**, Clarks Hay England, South Cerney, Cirencester, GL7 5UA, Mon- Fri 09:30 - 18:00, Sat 09:30-14:00, Tel: 01285 861123

Pregnancy

If you are thinking of becoming pregnant and would like advice, please see the information and advice at <https://www.nhs.uk/pregnancy/trying-for-a-baby/> If you have further queries or if you become pregnant then please arrange a telephone consultation with your doctor. If you are otherwise fit and healthy and are on no regular medication you can self-refer to the midwife team. If you do have a medical condition, then speak to your GP as they will want to highlight this to the obstetric team in a referral letter. Once your baby is born you will be offered a postnatal check up with your GP at six to eight weeks.

Breast feeding

Breastfeeding is recommended by the World Health Organization as the best way to feed infants. Although not right for all mothers, CHG supports breastfeeding and encourages mothers to breastfeed exclusively to 6 months of age, and to continue breastfeeding for as long as they and their child wishes, after introducing solid foods. Even if mothers do not exclusively breastfeed, the more breastmilk their babies receive, the greater the benefits in terms of protection against infections, optimum nutrition, attachment with their mother, and later health benefits for both the mother and child.

Although breastfeeding is a natural process, many mothers do need support, particularly in the early weeks. Without expert help mothers may give up breastfeeding. More information on local support can be found here:

<https://gbsn.org.uk/>

Midwife

The community midwife is involved in all aspects of maternity care and oversees most of the ante-natal care in our practice. You will be advised as to the most appropriate place for the birth, but you will also have a choice of where you go to have your baby. You can book the appointment at: www.gloshospitals.nhs.uk – [Your first midwife appointment](#)

Health visitors

The Health Visiting Service aims to promote the health of the whole community. Health visitors and their team members play a vital role in promoting family health and supporting parents, referring onto other specialist services as appropriate. The health visiting team has information relating to babies, toddlers, young people, and parents. The team also offers ante and postnatal support groups, parenting groups, child health clinics and child health surveillance. The health visitor service can be contacted via 0300 4218922.

District nurses

The community nursing team are available to visit patients for nursing at home when they are unable to attend the surgery. New referrals need to be made by a GP but if you have any queries regarding a visit, please call 0300 4218909 for Gloucestershire health visitors and patients who are fit enough to attend surgery should make an appointment with a practice nurse.

Social services

The Social Services Department can help with domiciliary care arrangements, day care, residential care and sitting services. Self-referrals can be made direct to Social Services via the website:

<https://www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/adult-social-care-information-advice-and-support/>

Routine enquiries should be made via the enquiry form via the link above. If you have a serious social care emergency outside of normal office hours, including reporting suspected abuse, you can contact Gloucestershire County Council's *Emergency Duty Team*.

You can contact the Emergency Duty Team between 4:45pm and 8:45am Monday to Thursday, or from 4:45pm Friday afternoon to 8:45am Monday morning (including Bank holidays): 01452 614194 - *only for social care emergencies out of hours*

edt@gloucestershire.gov.uk

Travel

If you are planning a trip overseas, we can provide your vaccination record, but we do recommend you check with a local travel clinic which vaccination you need for the area you are travelling to. You should, seek advice some 8-12 weeks before departure.

Travel advice is available from some pharmacies including

<https://www.boots.com/vaccinations/travel-vaccination-health-advice-service>

<https://lloydspharmacy.com/pages/travel-vaccinations>

<https://www.boots.com/vaccinations>

<https://healthclinics.superdrug.com/travel-clinic/> tele: 03333 111 007

<https://www.cheltenham-travelclinic.co.uk/>

<http://www.cirencestertravelclinic.co.uk/> tele: 01285 653042

Local hospitals

- **Gloucestershire Hospitals**

Cheltenham General Hospital, Sandford Road,

Cheltenham, Gloucestershire GL53 7AN

Gloucestershire Royal Hospital, Great Western Road,

Gloucester, Gloucestershire, GL1 3NN

Tel: 0300 422 2222

- **Great Western Hospital, Swindon**

Marlborough Road, Swindon, SN3 6BB

Tel: 01793 604020

- **Ridgeway Hospital, Swindon**

Moormead Road, Wroughton, Swindon, Wiltshire, SN4 9DD

Tel: 01793 814848

- **Winfield Hospital, Gloucester**

Tewkesbury Road, Longford, Gloucester GL2 9EE

Tel: 01452 331 111.

- **Nuffield Hospital, Cheltenham**

Hatherley Lane, Cheltenham, Gloucestershire, GL51 6SY

Tel: 01242 802781

11. Practice Policies

Complaints

The practice aims to always provide the best possible service to our patients. However, we are aware that things can go wrong resulting in a patient feeling

that they have cause for complaint and that there are lessons to be learned. In these cases, we would wish for the complaint to be addressed as quickly, and as amicably, as possible. We operate an in-house Complaints Procedure, details of which can be obtained from the practice. We can also provide you with information on other agencies that will help you follow a complaint. In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact the Practice Manager who will try to resolve the issue and offer you further advice on the complaint's procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

Zero tolerance

Our staff at Cirencester Health Group have the right to work in a safe environment without the fear of violence, abuse, or harassment.

The practice recognises that there can be contributory reasons for patients behaving in difficult or challenging ways, however, where this tips over into aggression, intimidation or violence, the practice will adopt the NHS Zero Tolerance Policy.

The practice has the right to remove violent patients from our list with immediate effect, to safeguard practice staff, patients, and other persons.

Whilst it is not possible to list all types of incidents, some examples of unacceptable behaviour are provided below:

- Offensive language, verbal abuse and swearing
- Racist and hate comments
- Loud and intrusive conversation
- Unwanted or abusive remarks
- Negative, malicious, or stereotypical comments
- Carrying weapons or using objects as weapons
- Actual or threatened physical violence which may cause concern for safety.
- Intimidation
- Stalking
- Unreasonable behaviour and non-cooperation

This relates to any form of abuse from patients or staff which includes (but is not limited to) sexism, racism, homophobia, biphobia, transphobia and ageism, or harassment or abuse on basis of disability, marriage or civil partnership, pregnancy or maternity, religion, or belief.

In these situations, we will notify the patient in writing of their removal from the list and record in the medical record their removal and the circumstances leading to it.

Patients being disruptive and displaying aggressive and/or intimidating behaviour will be asked to leave the premises and where they fail to do so the incident will be reported to the police.

You can find out more about the NHS's approach to preventing abuse and violence towards staff through the [Violence prevention and reduction standard](#) which provides a risk-based framework that supports a safe and secure working environment for NHS staff, safeguarding them against abuse, aggression and violence.

This standard is backed up by the [Violence against NHS staff: letter to the workforce](#).

Greener Practice

Cirencester Health Group is delighted to be signed up to the Green Impact for Health Toolkit. We are currently actively working towards our bronze award, the first step on the journey to reduce the carbon footprint of the practice. The NHS (National Health Service) is committed to reduce its carbon emissions, currently healthcare is responsible for 4-5% of the UK (United Kingdom) carbon emissions.

The climate emergency is also a health emergency. Rising temperatures, adverse weather events and pollution can influence our physical and mental health. This can especially affect those with pre-existing chronic health conditions.

We recognise the need to improve the health of our current population without compromising the health of future generations.

The good news is that many of the solutions for our planet are also good for our health – for example- eating a more plant-based diet, walking more, and exercising in nature, avoiding smoking, reducing pollution etc. All these things enhance our health and well-being and can mean we need less medication.

We at Cirencester Health Group are keen to promote measures such as exercise and lifestyle to keep our patients healthy and hopefully reduce the need for prescribed medications. We are lucky to have social prescribers working with us, who take a holistic approach to people's health and wellbeing and can refer people to community groups and statutory services for practical and emotional support.

There is more information on reducing carbon emissions of healthcare at: www.greenerpractice.co.uk.

12. Patient participation Group

As part of a government led initiative to encourage better dialogue between GP Practices and patients.

The Group aims to represent patients in appropriate matters, bringing to our attention, areas where patients feel improvements can be made. Working together, we have implemented several positive changes over the years.

At present, there are approximately 12 members of the group. We aim for members to be representative of the Surgery's demographics and we are particularly keen to recruit new members.

If you would like to contact them or any member of the Cirencester Health Group PPG, please send your message via feedback on our practice website or write to them c/o Cirencester Health Group, 1 St Peters Road, Cirencester, GL7 1RF.

Patient Participation

Would you like to join our Group?

Our Patient Participation Group (PPG) gives you, on behalf of patients, the opportunity to make positive suggestions about the practice.



PPG
Getting Involved

13. Self-help links and services

A variety of self-help and patient information leaflets can be found on our website here:

<https://cirencesterhealthgroup.co.uk/practice-information/self-help/>

If you can't find the information you are looking for there, we also recommend the following sources:

General advice:

- **NHS health A-Z** : Excellent resource for information on health promotion, treatments, illnesses, and hospital information
<https://www.nhs.uk/conditions/>
- **Patient info** for information on conditions and treatment:
<https://patient.info/>
- **Healthtalk.org** Share in other people's illness experiences–
www.Healthtalk.org
- **BBC health** related news - bbc.co.uk/health
- **Department of Health** dh.gov.uk-

Cancer Screening

- **NHS Cancer Screening** - Programmes - cancerscreening.nhs.uk
- **Cancer research** - check if you're eligible -
<https://www.cancerresearchuk.org/about-cancer/screening> -
- **Gloucestershire Breast Screening Service** -
<https://www.yourcircle.org.uk/Services/12014/Gloucestershire-Brea>

Carers/ Disability Links

- Information for Carers - carers.gov.uk
- The Princess Royal Trust for Carers - carers.org
- Electronic Quality Information for Patients - equip.nhs.uk

Child and young people health

- **When to worry** - provides information for parents about the management of respiratory tract infections (coughs, colds, sore throats, and earaches) in children, and has been designed to be used in GP.
<http://www.whenshouldiworry.com/>
- **What 0-18** - The website provides advice for parents, young people and pregnant women, and clinical resources to support healthcare -
<https://www.what0-18.nhs.uk/>

- **NHS vaccinations** and when to have them. Information about immunisation. <https://www.nhs.uk/using-the-nhs/about-the-nhs/your-choices-in-the-nhs/>
- **Child Accident Prevention Trust** - capt.org.uk
- **Sure Start** – maternity grant - <https://www.gov.uk/sure-start-maternity-grant>
- **National Society for the protection of Cruelty to Children** - nspcc.org.uk
- **The hide out** - Domestic violence support for children and young people - thehideout.org.uk-
- **Open door** – Mental health for young people. - opendooronline.org
- **Young Gloucestershire** - Supporting young people to have the confidence, motivation, and skills to improve their lives. <https://www.youngglos.org.uk/>

Healthy lifestyle

- **Healthy lifestyle Service Gloucestershire** - advice on keeping active, weight loss, smoking cessation and alcohol can be found at: <https://hlsglos.org/>
- **Quite smoking** - quitsmoking.uk.com
- **Change, grow, live** - For support with alcohol and drug issues please visit: <https://www.changegrowlive.org/>
- **Don't Bottle it up** - Alcohol advice - dontbottleitup.org.uk-
- **Humankind charity** - Advice on alcohol - haga.co.uk
- **Al anon family groups** - provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not. <http://www.al-anonuk.org.uk/>
- **Alcoholics anonymous** - To help with the personal recovery and sobriety - <https://www.alcoholics-anonymous.org.uk/>

Hospitals

- **Gloucestershire Health and Care NHS Foundation Trust** - <https://www.ghc.nhs.uk/>
- **Great Western Hospital NHS Foundation Trust** - <https://www.gwh.nhs.uk/>
- **Winfield hospital in Gloucester** - <https://www.winfieldhospital.co.uk/>
- **Nuffield hospital in Cheltenham** - <https://www.nuffieldhealth.com/hospitals/cheltenham>
- **Ridgeway hospital Swindon** - <https://www.circlehealthgroup.co.uk/hospitals/the-ridgeway-hospital>

- **Cirencester MIU** - <https://www.ghc.nhs.uk/our-teams-and-services/mius/>

Infection control/COVID-19

- <https://www.gov.uk/coronavirus>
- <https://www.nhs.uk/common-health-questions/infections/>
- <https://www.gov.uk/topic/health-protection/infectious-disease>

LGBT links

- **Be well Glos** - support for LGBT+ - <https://www.bewellglos.org.uk/category/lgbt/>
- **Glos Healthy Living & Learning** - support for LGBT family members - <https://www.ghll.org.uk/family/transgender/>
- **Galop** - support for those who have suffered hate crime, sexual violence, or domestic abuse - galop.org.uk
- **LBGT+** - advice support and information - <https://lgbt.foundation/helpline->

Mental health - Depression, Anxiety & Stress

- **Teen mental health – a guide for parents.** teenage years are an exciting time, but with hormones, pressures at school, challenging mood swings are par for the course. This guide can help you decide where these moods are normal, or if your teenager need a bit of help. <https://www.mytutor.co.uk/blog/parents/educational-advice/teen-mental-health-a-guide-for-parents/>
- **talk 2gether** - offers cognitive behavioural therapy (CBT), which is a talking therapy that has been proven to be effective in managing anxiety and depression. Telephone: [0800 073 2200](tel:08000732200), Website: www.talk2gether.nhs.uk
- **Rethink** - Rethink provide expert, accredited advice, and information to everyone affected by mental health problems. Telephone: [0300 5000 927](tel:03005000927), Website: www.rethink.org
- **Kooth** - Free anonymous online chat for young people to discuss your mental health issues. Website: kooth.com
- **Samaritans** - Samaritans offer a safe place for you to talk any time you like, in your own way – about whatever’s getting to you. You don’t have to be suicidal. Call Samaritans free, 24 hours a day 365 days a year. [116 123](tel:116123), www.samaritans.org
- **Mind** – Mind provides advice and support to empower anyone experiencing a mental health problem. They campaign to improve

services, raise awareness, and promote understanding. [0300 123 3393](tel:03001233393), www.mind.org.uk

- **Mood Gym** - Do-it-yourself CBT - moodgym.anu.edu.au
- **Royal College of Psychiatrists** - rcpsych.ac.uk
- **Open door** - Counselling service for young people - opendooronline.org
- **TIC+** - counselling, support and care for young people and parents <https://www.ticplus.org.uk/>

Refugees/ Asylum Seekers Links

- **Health for asylum seekers and refugees** - http://www.harppweb.org.uk/index_php.html
- **Refugee Council Online** - refugeecouncil.org.uk
- **Multikulti** - Welfare information in different languages - <https://www.multikulti.org.uk/en/health/index.html>

Sexual Health Links

- **Family Planning Association** - sexual health advice - fpa.org.uk
- **Hope house** - NHS Gloucestershire Sexual health services - <https://www.hopehouse.nhs.uk/>
- **4YP** - Sexual Health Services (for young people) - 4yp.co.uk

Skin problems

- **Derm nz** - is the world's leading free dermatology resource. We help thousands of people make informed, evidence-based decisions on how to care for skin conditions, by providing reliable information at the click of a button. <https://dermnetnz.org/>
- **British Association of Dermatologists** – have patient information leaflets (PILs) are specially written by the BAD to help you understand more about a particular skin condition. <https://www.bad.org.uk/patient-information-leaflets/>

Social Services/ Advice Links

- **Gloucestershire Council Social Care** - <https://www.gloucestershire.gov.uk/health-and-social-care/>
- **Adult social care common enquiries** - <https://www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/adult-social-care-information-advice-and-support/>
- **Driver and Vehicle Licensing Agency** - dvla.gov.uk
- **Department for Work and Pensions** - dwp.gov.uk
- **Citizens Advice Bureau** - citizensadvice.org.uk



Grazed knee.
Sore throat.
Cough.
Stock your
medicine cabinet.

Self-care



Unwell?
Unsure?
GP surgery closed?
Need help?

NHS 111



Diarrhoea.
Runny nose.
Painful cough.
Headache.

Pharmacy



Vomiting.
Ear pain.
Stomach ache.
Back ache.

GP surgery



Choking.
Chest pain.
Blacking out.
Blood loss.

A&E or 999 Emergencies only