



THE LODGE SURGERY



Practice Leaflet

“The Lodge Surgery is a community based surgery that strives to put patient welfare and excellent service at the heart of all it does.”

Tel: 01249 479809

www.thelodgesurgery.co.uk

enquiries.lodgesurgery@nhs.net

Your Community, Your Surgery, Your Choice

How to Contact Us

Reception Opening Times

Mon 8.30 am – 6.30 pm
Tues 8.30 am – 6.30 pm
Wed 8.30 am – 6.30 pm
Thur 8.30 am – 6.30 pm
Fri 8.30 am – 6.30 pm
Sat Closed
Sun Closed
Tel: 01249 479809



SystmOnline is the software we use to store patient medical information. It allows patients, or someone acting on behalf of the patient, to proactively manage their care. The online services available include the ability to view an **online Electronic Medical Record (EMR)** as well as **booking appointments** and **managing medication**.

SystmOnline is available as an online service or via apps, providing patients with convenience and flexibility when managing their care.

[Register for Online Services - The Lodge Surgery](#)

The **NHS app** is a simple and secure way to access a range of NHS services. Patients can view entries in their **GP medical record, find blood test results and letters, book and cancel appointments as well as order and manage repeat prescriptions**.

You can log in via the NHS website if you don't have a smartphone.

Email Addresses:

enquiries.lodgesurgery@nhs.net

This inbox is only periodically monitored so please call us with urgent enquiries and to book an appointment.

medical.reports@nhs.net

Please send all queries regarding any private work, e.g. forms or reports that you need completing here.



Disabled Access:

The surgery has a disabled parking space, a ramp and wheelchair access through the main doors. There is a disabled toilet through the blue waiting room and a stairlift. If you need any assistance, please ask a member of staff either when you arrive or in advance of your visit.

The Lodge Team

Doctors

Dr Darragh O'Driscoll
Senior Partner
MBBCh MRCGP DRCOG
1993 Cork

Dr Tom Heath
Partner
MBChB BSc MSc
2010 Warwick

Dr Julia Vyas
MBBS MRCGP
2018 Eberhard Karls,
Germany

Dr Rob Mundy
MBChB BSc MRCGP
2010 Bristol

Dr Christine Gibson
MbChB MRCGP DipDerm DFF
1995 Birmingham

Dr Robin Kendle
MB ChB
2011 Leicester

Dr Rosa Luther
MB ChB
2014 Birmingham

Nurses

Sarah Rumsby
Prescribing Nurse

Cathy Thomas
Nurse

Sarah Robinson
Nurse

Kelly Offen
GP Assistant

Amy Chalk
Healthcare Assistant

Naomi Davis
Phlebotomist

Hamsa Abdilahi
Physician Associate

Damian Jay
Physician Associate

Hayley-Anne Wylie
Care Co-ordinator

Practice Management Team

Sue Vickers
Practice Manager

Jo Bridgeman-Daw
Assistant Practice Manager

Lisa Sandford
Reception Supervisor

Appointments

Urgent on-the-day care is managed by our Duty Team. To access this service patients are required to ring the surgery between **8am and 10am** each day.

A clinician will return your call and, if an examination is deemed necessary, a face-to-face appointment will be made with the most appropriate clinician. Please be aware that for non-urgent, ongoing or longstanding problems patients will be booked into the next available routine appointment.

It may be more appropriate to have your NHS consultation with a pharmacist at a pharmacy convenient to you and we can arrange this for you. Pharmacists are highly skilled healthcare professionals who can give health advice on a range of minor conditions and have trained in medicines for at least five years.

The pharmacist will review your symptoms and can give medical advice to help you manage your condition. If they think you need treatment, they may suggest an over-the-counter medicine. They will let us know what happened at your consultation so that your medical record is updated and whether you need any follow up appointments.

Nurse Appointments

Our senior nurse is qualified to prescribe and our nurses run a wide range of clinics including: diabetes management, cervical smears, contraception, wound care, asthma, COPD, vaccinations, childhood immunisations and holiday vaccinations.

Healthcare Assistant

HCA's offer a wide variety of healthcare services, such as: blood pressure checks, weight management, ECGs, urine and blood tests, INR checks, stop smoking and health checks.

Physician Associate

PA's assess patients, diagnosing conditions, conducting investigations and formulating management plans.

Community Based Services

Whilst not based within our practice, we work closely with the local District Nurses, Midwives, Community Specialist Nurses (eg COPD or Diabetes) and the Health Visitor team. We will ensure that you are referred to the appropriate service when needed and will provide you with their details.

Other Healthcare Providers

Physiotherapy and Counselling are also available at the practice.

Appointments

Make and Check Appointments:

1. Via the NHS App
2. Via your online services account
3. Telephone our receptionists during practice hours
4. In person at the practice

PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS

On average, **80+** appointments are wasted each month.

It's easy to cancel an appointment:

- Via the NHS App
- Via your online services account
- By completing an appointment cancellation form on [our website](#)
- By calling us **24 hours a day** on 01249 479809

Home Visits

Home visits are intended for our patients that are housebound through ill health. If your health genuinely prevents you from leaving your house, you can request a GP visit by calling between 8am and 10am. The doctor will routinely visit between 12pm and 3.30pm.

Repeat Prescriptions

If your doctor agrees, you may obtain a repeat prescription in the following ways:

- a) Via the NHS App
- b) Complete the repeat request form in your SystmOnline account
- c) Post a written request or your completed repeat slip
- d) Complete the form at Reception

PLEASE ALLOW 48 HOURS BEFORE COLLECTION FROM THE SURGERY – PHARMACIES REQUIRE 7 DAYS

Test Results

Test results can be accessed via the NHS App or your SystmOnline account.

Blood test results normally take five days. For other tests you will be advised of the expected results time at the test appointment.

We will only give your results to someone else with your express permission.

Choosing The Right Treatment

Self-care using your local Pharmacist.



The best choice to treat very minor illnesses, ailments and injuries.

Self-care is how you can treat everyday minor illnesses and injuries in your own home by simply combining a well-stocked medicine cabinet with support and advice from your Pharmacist and the services below when required. Most minor ailments and injuries can be treated with over-the-counter medicines in conjunction with advice from your local pharmacist.

Make an appointment with your GP for medical advice.



For illnesses or injuries that are not responding to self-care or advice from your Pharmacist.

If you have an urgent problem, we operate a telephone triage service which allows patients to be triaged and seen by a GP on the same day.

Our receptionists will navigate your care to the most appropriate clinician, following strict clinical protocols which have been written by the doctors.

For serious illnesses, injuries and conditions that may be life threatening choose A&E or 999.



Do I really need to attend A&E or call 999?

The Minor Injuries Unit at Chippenham Hospital is open from 8am to 8pm 7 days a week for walk-in patients and for patients who have contacted NHS 111. Patients will be assessed on arrival but may need to wait to be seen or directed to another service to receive the appropriate care.

In an emergency phone 999 or attend the Emergency Department in Bath or Swindon.

Choosing The Right Treatment

Pharmacy First Service

Pharmacy First improves patient access to GP appointments by encouraging patients with minor ailments to use the pharmacy for advice and treatment, instead of a visit to the doctor. This service is available at most pharmacies.

This relieves pressure on current appointment schedules and allow patients with more urgent or serious needs to see the GP sooner.

Boots Chippenham	<u>Opening hours:</u>
8-9 High St, Chippenham SN15 3ER Tel: 01249 652087	Mon – Fri 09:30 – 17:30 Sat 09:30 – 15:30 Sun Closed

Chippenham Pharmacy and Health Clinic	
Cavalier Court, 12a, Bumpers Farm Roundabout, Chippenham SN14 6LH Tel: 01249 793600	<u>Opening Hours:</u> Mon – Fri 08:30 – 16:30 Sat & Sun Closed

Allied Pharmacy	<u>Opening Hours:</u>
Hathaway Medical Centre, Middlefield Rd, Chippenham SN14 6GT Tel: 01249 449142	Mon – Fri 09:00 – 21:00 Sat 14:00 – 15:30 Sun 09:00 – 22:00

Rowden Hill Pharmacy	<u>Opening Hours:</u>
St Lukes Dr, Rowden Hill, Chippenham SN15 2SD Tel: 01249 446715	Mon – Fri 08:30 – 18:00 Sat 08:30 – 13:00 Sun Closed

Morrisons Pharmacy	<u>Opening Hours:</u>
Cepen Park North, Chippenham SN14 6UZ Tel: 01249 464241	Mon – Fri 09:00 – 19:00 Sat 09:00 – 18:00 Sun 10:00 – 16:00

Out of Hours Help

Between the hours of 6.30pm and 8.00am, all day and night at weekends and on bank holidays, services are commissioned by the NHS 111 service.

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

When to go to A & E

For all serious conditions such as broken bones, burns or blood loss go straight to your nearest Accident & Emergency.

**A&E Means Accident & Emergency
NOT Anything & Everything!**

When to call 999

Always call 999 if someone is seriously ill or injured and their life is at risk. Examples of when to call 999 include (but not limited to):

- chest pains
- unconsciousness
- severe loss of blood
- severe burns or scolds
- concussion
- fitting/choking
- severe allergic reactions
- severe breathing problems

Well PH
Pewsha
Chippen
SN15 3
Tel: 012



Important Information

New Patients

To register at this practice, you must live within our inner boundary. Please use our [interactive map on our website](#) to check whether you are within our boundary.

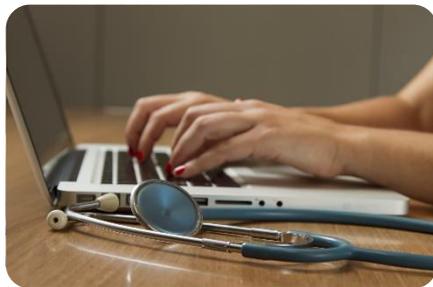
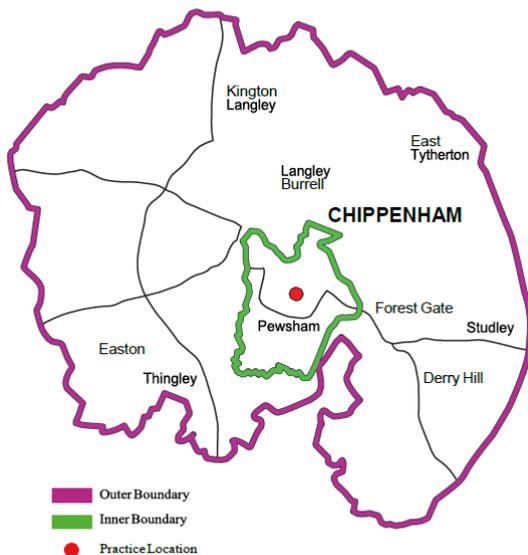
You can register here:



via the NHS app
via our website or
in person at

Once we have accepted your registration, your medical records will be transferred to the practice. If you require a New Patient Check to discuss your medical needs, please inform reception.

Map Of Our Practice Area



Named GP:

All patients (including children) are assigned a named, accountable GP. Your named GP will take the lead responsibility for the coordination of all appropriate services required and ensure they are delivered to each of their patients. However, you will still be able to see any GP of your choice at the practice. You can contact the practice if you wish to know who your named GP is.

If you prefer a particular GP, please let us know and we will make every effort to accommodate this request.

Important Information



Violent Patients - Zero Tolerance

The NHS operates a Zero Tolerance Policy regarding violence and abuse and the practice has the right to remove violent patients from the list with immediate effect to safeguard practice staff, patients, and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it. NHS England is then responsible for providing further medical care for such patients.

Patient Rights and Responsibilities

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible with the resources available. To assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the

Complaints:

Things occasionally go wrong. When they do, we need to know to ensure we can put the situation right. This practice follows the NHS complaints procedure when dealing with complaints

A copy of how to submit a complaint is available in all waiting rooms. You may also comment on our service directly to the practice manager, who will follow up any concerns appropriately.

If you feel your issue is still unresolved, please contact the NHS Commissioning Board (also known as NHS England) at: england.contactus@nhs.net or by telephone on 0300 311 2233.

Important Information

In Time of Bereavement

When death occurs in home:

1. Telephone the doctor; he/she will visit to confirm that death has taken place.
2. If the death is unexpected the local police may need to be informed.
3. Contact the funeral director.

When death occurs in hospital:

1. Contact the funeral director to inform him that his services will be required.
2. You will need an appointment with the registrar for the area in which the death took place and take the deceased's medical card and birth



Are You a Carer?

Do you provide regular substantial support to someone? The Lodge Surgery holds a Carers Register to enable us to prioritise your healthcare, forms are available at reception. For more information regarding support services available, please contact Carers Support Wiltshire on 0800 181 4118 or carers@wiltshire.nhs.uk.



Travel Advice and Vaccinations

We can offer travel advice and all vaccinations with the exception of Yellow Fever. As different countries have ever-changing requirements and recommendations, we advise that you make an appointment as early as possible to plan the vaccination programme you need. This appointment should be made with one of our nurses who keep up to date with requirements. We must have at least four weeks' notice prior to your travel date; otherwise, you will need to organise to have these carried out at a travel clinic.

Important Information

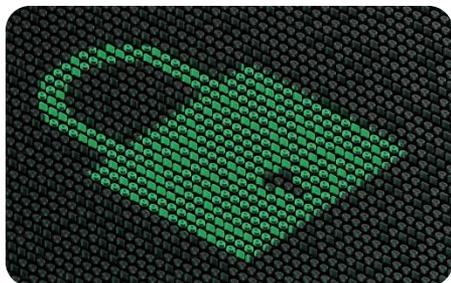
Sharing information with organisations beyond your personal care

Your right to withdraw consent for us to share your personal information (Opt-Out)

If you do not want your information to be used for any purpose beyond providing your care you can choose to opt-out. There are 2 main types of opt-

Type 1 Opt-Out

If you do not want information that identifies you to be shared outside the practice, for purposes beyond your direct care, you can register a 'Type 1 Opt-Out'. This prevents your confidential personal information from being used other than in particular circumstances required by law, such as a public health emergency like an outbreak of a pandemic disease.



Type 2 Opt-Out

NHS Digital collects information from a range of places where people receive care, such as hospitals and community services. If you do not want your personal confidential information to be shared outside of NHS Digital, for purposes other than for your direct care, you can register a 'Type 2 Opt-Out'.

For further information about Type 2 Opt-Outs, please contact NHS Digital Contact Centre at

enquiries@hscic.gov.uk referencing 'Type 2 Opt-Outs – Data Requests' in the subject line; or call: **NHS Digital on (0300) 303 5678**; or visit the website:

<http://content.digital.nhs.uk/article/7092/Information-on-type-2-opt-outs>

Electronic Patient Record Access

All our patients have access to their medical records since February 2023. Patients registered before this date can apply for Full Record access, back to their date of registration with us, by submitting a request via their online account to access this information. Applications take up to 21 days to process.

Proxy access is available for patients to allow a family member or carer to have access to their medical record to request repeat prescriptions and manage appointments. The application form is available on our website or from Reception. Patients must supply proof of identification.

Patients are able to link their online account to the NHS App to access the wide range of services available to them.

Important Information

Shared Administration

The Lodge Surgery is working with other practices across Chippenham, Corsham and Box as part of a Primary Care Network (PCN). The other members are Rowden Surgery, Hathaway Medical Centre, Porch Surgery and Box Surgery.

Some examples of how we work together include:

- A Vaccination Hub at Rowden Surgery which vaccinated many thousands of our patients against COVID during the pandemic.
- An Urgent Care Centre at New Road Surgery in Chippenham to improve access for our patients who need same-day urgent care.
- A "Living Well Team" to improve how we provide non-medical care to our more isolated and vulnerable patients.
- First-Contact Physiotherapists who can see our patients daily without the need for a GP referral.
- Pharmacists who provide expert advice to professionals and patients.

To provide co-ordinated care such as this, the doctors and nurses at our surgery are working together with colleagues from across the PCN. Our team now includes pharmacists, paramedics, physiotherapists and physician associates all working alongside the usual doctors and nurses that you might expect to see at a GP practice.

These changes mean that we need to access our patients' notes from the other local GP surgeries. Being able to share access to medical notes in this way also gives us the ability to work from other premises in the event of a major incident eg a fire, that would prevent us from using our own surgery. Anyone accessing medical records will follow the same strict rules on confidentiality that are followed at our own surgery.

Summary Care Record (SCRAI)

NHS England uses a national electronic record called the Summary Care Record with Additional Information (SCRAI) to support patient care. It contains key information from your GP record and provides authorised healthcare staff with faster, secure access to essential information about you in an emergency or when you need unplanned care, where such information would otherwise be unavailable.

Summary Care Records are there to improve the safety and quality of your care. An SCR with additional information includes allergies, reactions, medications and the reason for medication, vaccinations, significant diagnoses / problems, significant procedures, anticipatory care information and end of life care information.

Please be aware that if you choose to opt-out, NHS staff caring for you outside of this surgery may not be aware of your current medications, allergies you suffer from and any reactions to medicines you have had, to treat you safely in an emergency. Your records will stay as they are now with information being shared by letter, email or phone. If you wish to opt-out please return a completed opt-out form to the practice.