

Farrier House Surgery



Patient Information Leaflet

Farrier House Surgery
Farrier House
Farrier Street
Worcester, WR1 3BH

Telephone **01905 879100**

When the surgery is closed call 111

Fax **01905 616255**

Website
www.farrierhousesurgery.co.uk

***Farrier House Surgery is run
on behalf of NHS England by
SW Healthcare Ltd***

Practice Policies

CONFIDENTIALITY & MEDICAL RECORDS

The practice complies with the Data Protection Act 1998 and Subject access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

ZERO TOLERANCE VIOLENCE POLICY

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order 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 will 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.

Welcome to Farrier House Surgery

We would like to thank you for registering with our practice. Although we were once the 'Walk in Centre' this surgery is now a Family Doctors Surgery.

We strive to provide a high standard of medical care to our patients.

Opening Hours

Monday 08:00 - 18:30

Tuesday 08:00 - 18:30

Wednesday 08:00 - 18:30

Thursday 08:00 - 18:30

Friday 08:00 - 18:30

Weekend and bank holidays *Open for pre-booked appointments **ONLY***

Farrier House Surgery has wheelchair access throughout the building

Since December 2016, the surgery have taken part in hosting evening and weekend appointments. Please ask a member of the reception team for more details.

www.farrierhousesurgery.co.uk

Date of last edit: June 2018

MEET THE TEAM

A current and up to date list of our staff members is displayed within the surgery's waiting room on a board and on our website.

Our Clinical team comprises of GPs, Advanced Nurse Practitioners (ANPs), a Practice Nurse, a Clinical Pharmacist and a Health Care Assistant.

All of our clinical team are here to make your experience at the surgery the most beneficial and tailored to your medical needs.

General Practitioner (GP)

Advanced Nurse Practitioner (ANP)

Practice Nurse

Specialist Respiratory & Diabetic Nurse

Clinical Pharmacist

Healthcare Assistant (HCA)

OUR SERVICES

All clinics are by appointment. Times and frequencies of clinics may vary.

Clinics include: Ante-natal and Post-natal, Respiratory, Minor Surgery, Child Health Surveillance, Diabetes, Vascular Disease, Healthy Travel, Immunisations, Weight Management, Counselling and Health Checks

APPOINTMENTS

Our receptionists will often enquire about the nature of your appointment request in order to deal with it in the most appropriate way.

The surgery has pre-bookable appointments available for patients to see GPs, Nurses, our HCA and our Clinical Pharmacist.

For acute (urgent) medical concerns then the surgery has a Triage system in place. This involves the ANP telephoning our patients to discuss the medical concern and making sure the appropriate attention is received.

Online Appointment Booking is available from our website. Ask at Reception for a registration form. This provides all the information you need to register to use the Patient Access Internet facilities.

HOME VISITS

For housebound patients within the practice's catchment area, our clinician's will visit if considered clinically appropriate.

REPEAT PRESCRIPTIONS

Patients can reorder their prescriptions in writing, online or by emailing our secure NHS account—admin.farrierhouse@nhs.net. Please visit our website for more information on online prescriptions.

Unfortunately we do not accept any medication requests over the phone.

NAMED GP

From 1st April 2015 onwards Practices are required under the GMS Contract to allocate a named accountable GP to all patients, including children.

It is important that patients are aware that this is purely an administrative exercise and does not affect the way in which the surgery operates our appointment system. Patients are welcome to see any clinician in the practice.