



WELCOME TO OUR PRACTICE

We aim to provide a traditional, friendly and efficient family doctor service from our premises situated in the centre of the village. The front entrance to the surgery provides disabled parking and access.

Our team of doctors, nurses, health visitor, midwife and administrative staff work closely together, not only to help when you are ill, but to promote good health and help prevent serious diseases

Opening hours

Monday to Friday 08:00 until 18:00.

The main surgery telephone is answered between 08:00 until 18:00 (Monday – Friday).

To make an appointment

All surgeries are by appointment only. They can be pre booked in person at reception, online via Emis Access* or by telephone. If appointments are for minor surgical procedures or cervical smear tests, please tell the receptionist and a longer appointment will be allocated.

Evening and Weekend Surgery

We are open for pre-booked appointments on Wednesdays 6-7:30pm and Saturdays 9am-12pm. These appointments are for patients that find it difficult to get to the surgery in normal hours. There will be NO phone lines open in these surgeries

Urgent (same day) appointments

We have a triage system for urgent/on day medical emergencies. A clinician is available for urgent medical advice. The receptionists will take your name and number and you will be called back to discuss the problem and if appropriate given an appointment.

To speak to a doctor or nurse on the telephone

Please leave your number with the reception team and we will endeavour to call you back on the same day.

Practice Nurses

We have 3 Practice Nurses and 2 Healthcare Assistants offering morning and afternoon appointments. For blood tests we have a Phlebotomist working Monday to Friday. It would be helpful if you could give the receptionist a reason for your appointment so we can allocate sufficient time.

Health Promotion Clinics

**Asthma, Diabetes, Smoking cessations,
Well person checks for men and women,
Travel advice, Cervical smears
Childhood immunisations
Weight loss and management
NHS Health Checks**

Managed by the practice nurses and a GP these clinics are to educate patients about their condition and help with planned future care.

Young People's Health

The Practice offers a friendly & confidential service to young people covering all aspects of health, including weekly, term time, sessions at Chew Valley School.

The Practice is a “C- Card Outlet” where free condoms/sexual protective aids are available to people aged 24 and under.

Minor Surgery

All the doctors perform surgical procedures such as joint injections, removal of small cysts, removal of warts using liquid nitrogen.

Laboratory results and investigations

Samples are best taken in the morning as they are collected for the laboratory at 2pm. Blood tests will not be taken on Friday afternoons as the laboratories are closed at the weekend. Please call after 11.00 a.m. to collect results.

Home Visits

If you are too ill to attend surgery please make a request for a home visit before 11.00 am if possible.

Community care

The following health professionals work closely with the practice in specialised areas.

The District Nurses: Messages can be passed on to the district nurses via reception.

The Health Visitors: Can be contacted at their The Children's Centre on Tel: 01225 395458.

The Community Midwife: They are based at Keynsham Clinic and can be contacted on Tel: 0117 986 2423.

Out of Hours

Between 18:00 and 08:00 daily and throughout weekends and Bank Holidays when the surgery is closed, if you have a life-threatening emergency, please dial 999.

Other enquiries on medical matters of a less or non-urgent nature please call NHS Direct on 0845 46 47.

If you require urgent medical advice then please call the Out of Hours Service. This service is for medical emergencies only.

Repeat Medicines

We are fortunate to be able to offer a computerised dispensing service to all our patients. Please try to order your repeat prescriptions all together once a month. Please request them no more than 5 working days in advance and no less than 2. Prescriptions are usually ready **2 working days** after ordering (to collect after 2pm).

How to order your repeat:

You can hand a request in to reception

Post it to us

Fax your order on **01275 331355**.

Email prescriptions@gp-L81072.nhs.uk.

Order online via Emis Access (**see over**)

Finally, you may telephone the surgery for repeat prescriptions between **12 noon to 14:00** and should be your last option.

*** Emis (Internet) Access**

Patients can now book appointments and order repeat prescriptions online via the practice website www.chewmedicalpractice.co.uk.

Please ask at reception for a registration form to obtain passwords and pin numbers.

Your records are safe with us

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We ask for information about you and store it so that you can receive the best possible care and treatment.

If at any time you would like to know more about how we use your information you can speak to the Practice Manager. For further information please refer to the leaflets held in reception entitled 'Your Records are Safe with us'.

Comments, complaints and suggestions

If you have a comment, complaint or suggestion, please do tell any member of staff. They will assist you immediately or direct you to our Practice Manager.

You may wish to write your views down, if so please address them to Dr S E Fenn, Senior Partner. You can also put them in our suggestion box at the front of reception.

You may also write to

The Chief Executive

Bath & North East Somerset P C T

St Martins Hospital

Bath BA2 5RP

CHEW MEDICAL PRACTICE
MADAM'S PADDOCK
CHEW MAGNA
BRISTOL
BS40 8PP

Tel: 01275 332420

Out of Hours 03000 33 99 33

Fax: 01275 331355

**Dr. Sandra E Fenn
Nottingham 1989**

**Dr. E Wendy Morris
London 1987**

**Dr. Timothy J Sephton
Cape Town 1990**

**Dr. Vanessa J Wilkins
Liverpool 1993**

**Dr. Neil C Robertson
Nottingham 2002**

**Dr. Claire E Wilkins
Nottingham 2001**

**Dr Priscilla Norgren
London 1992**

**Dr. Nick Alexander
Bristol 2006**

www.chewmedicalpractice.co.uk