

# St James Surgery

Gains Lane, Devizes, SN10 1QU



## Patient Participation Group (PPG)

This is an on-line forum in which patients can participate to discuss their thoughts and ideas about the surgery with both staff and their fellow patients. Annually topics and issues are raised and the group's opinions canvassed. To ensure that the feedback is as representative as possible, a wide cross section of our patient population is required.

## Comments, Suggestions and Complaints

We are happy to accept and consider any comments or suggestions from our patients. Please put your views in writing and they will be passed to the Practice Manager. Likewise, if you have any concerns about the service you have received, please address your comments to the Practice Manager. Our complaints procedure meets the national criteria and can be viewed on our website.

**St James Surgery**  
Gains Lane, Devizes SN10 1QU  
Phone 01380 711879  
[www.devizespcn.nhs.uk](http://www.devizespcn.nhs.uk)

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**TELEPHONE: 01380 711879**  
**RESULTS: (2pm - 4pm)**  
**EMAIL: [sjs.ooh@nhs.net](mailto:sjs.ooh@nhs.net)**  
**OUT OF HOURS: 111**  
**[www.devizespcn.nhs.uk](http://www.devizespcn.nhs.uk)**  
**Facebook: [@StJamesSurgery](https://www.facebook.com/StJamesSurgery)**

# THE AIMS AND OBJECTIVES OF ST JAMES SURGERY

- ◆ To deliver to the local population the highest quality, Integrated care so that it is close to their home and meets the needs of the individual.
- ◆ To provide services that help prevent ill health; improve well being and local health outcomes.
- ◆ Deliver services that are responsive to the needs of the local community.
- ◆ Deliver value for money and ensure the efficient use of resources.
- ◆ Provide services that are equitable and accessible.

## CAR PARKING

There are 6 spaces available for patients including 1 disabled bay. If the car park is full there is alternative parking nearby at Sainsburys, Maryport Street, Monday Market Street or Sidmouth Street.

**TELEPHONE: 01380 711879**

**RESULTS: (2pm - 4pm)**

**EMAIL: [sjs.ooh@nhs.net](mailto:sjs.ooh@nhs.net)**

**OUT OF HOURS: 111**

**[www.devizespcn.nhs.uk](http://www.devizespcn.nhs.uk)**

## Minor Injury Units

There is a Minor Injuries Unit (MIU) at Chippenham Hospital, open from 7.00am until 10.00pm and another at Trowbridge Hospital open 24 hours a day.

The nearest Accident & Emergency departments are at Great Western Hospital in Swindon, Royal United Hospital in Bath or Salisbury District Hospital.

## Urgent Medical Need

If you have an urgent medical need please call NHS 111 on 111 in the first instance for advice & support.

**Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.**

## Walk-In Centres

The nearest NHS walk-in centres are in Bath, Swindon and Salisbury.

## Pharmacies

There are 3 Pharmacies in Devizes - Boots, Morrisons and Devizes Pharmacy as well as Day Lewis in Market Lavington. Please see their websites for details of opening times and delivery services.

## Carers' Register

If you are care for a relative, friend or partner due to age, physical or mental illness, substance misuse or disability please register at Reception. Carer Support Wiltshire provide information, advice & support, please telephone 0800 181 4118 or see [www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

## Clinics and Services

**The Practice Nurses** monitor chronic illness such as asthma, diabetes and coronary heart disease on a regular basis. They also offer contraceptive advice, cervical screening, wound care, travel advice/vaccinations, medication reviews, ear syringing and weight loss advice and more.

**The Health Care Assistants** are responsible for phlebotomy, dressings ECGs, anticoagulant monitoring and the Smoke Stop clinics. They also carry out NHS Health Checks.

## Family Planning

The surgery provides full planning services including IUCD and emergency contraception.

## Counselling

The practice has a Primary Care Mental Health Practitioner to whom you may be referred by your doctor.

## Minor Surgery

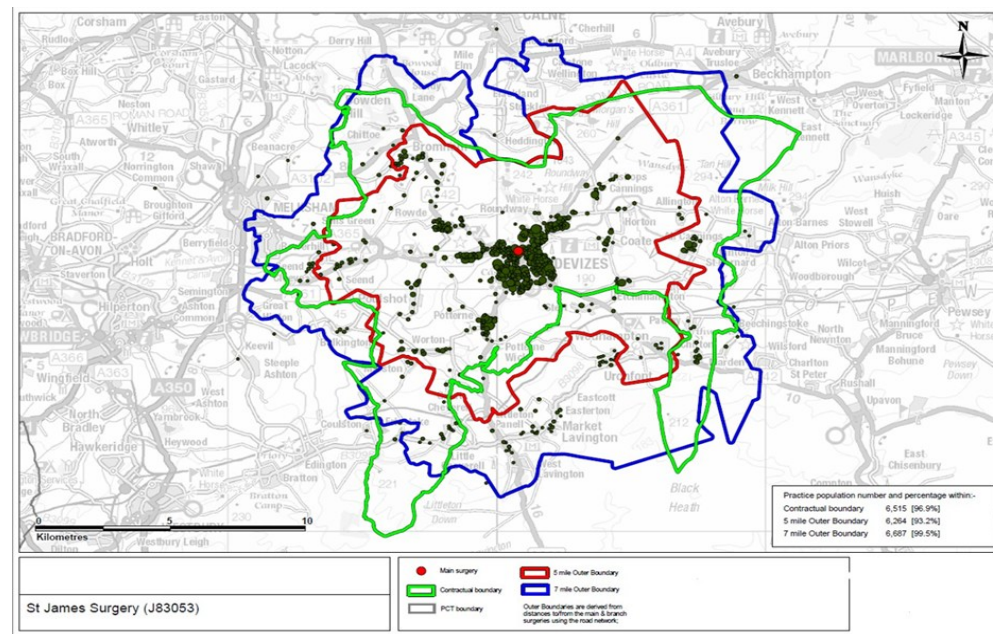
Many minor surgery procedures are carried out at the surgery after consultation with a doctor.

## Health Visitors

Health Visitors see antenatal/postnatal mothers, children under 5 and elderly people with problems.

## Community Nurses

The District Nursing Team work with your doctor and perform nursing procedures in your home for anyone not able to attend the practice.



— Area covered by Surgery

## About the Practice

The practice area covers Devizes and some outlying villages Our boundary is within the green lined area above.

Patients living within this area may register with us by completing the appropriate forms available in reception or via our website.

The Surgery has a disabled toilet, baby changing facilities and a wheelchair available to those who need it. There is limited parking for patients to use but only - **WHEN VISITING THE SURGERY.**

## Opening Hours

**Monday– Friday 8am-6.30pm**

## **Appointments**

Appointments with Clinicians are available on a flexible basis between the hours of 8.30am and 6.30pm

If the problem is urgent please ring to speak to our Emergency Team, who will then ring you back.

If you would like to see a particular doctor, we will try to accommodate you.

If you can not keep an appointment, please let Reception staff know as soon as possible so that it can be offered to someone else.

## **When the Surgery is Closed**

If you require urgent attention out of hours, please telephone **111** (between 6.30pm - 8am Monday - Friday and at weekends after 6.30pm .

## **Home Visits**

Please come to the surgery if possible. One of the Emergency Team will visit anyone who is genuinely unable to get to the surgery, but please ring before 10am.

## **Non-Urgent Telephone Messages**

If you wish to speak with a specific GP or nurse on a non-urgent matter, please give the Reception staff as much information as possible, including a contact telephone number, and your message will be forwarded to that clinician.

## **Test Results**

Please telephone the surgery between 2pm and 4pm one week after your test to get your results.

## **Certificates to be off work**

You do NOT need a medical certificate (Med3) from a doctor unless you have been off work for more than seven days.

If you are off work for more than four days consecutively you need to fill out a self-certificate form SC2. You can obtain this from Reception. It does not require a doctor's signature.

If you are under hospital outpatient care, please obtain your certificate from the hospital doctor.

Please note that we are unable to pre-date medical certificates.

If you need an extension to an existing medical certificate please either ring or visit the practice to request this from the doctor.

## **Change of address/phone**

Please let us know if you change your name, address or telephone number so that we can keep our records up to date.

We will be using more email and mobile phone contact so please keep us advised of your current details.

## **Zero Tolerance**

All staff at the surgery have the right to carry out their work without threat of violence. The surgery has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or other patients.

## **Website**

We have a very active website which is constantly being up-dated. For further information about the surgery or to order your repeat prescriptions on-line please go to or sign up to the NHS app:

[www.devizespcn.nhs.uk](http://www.devizespcn.nhs.uk)