

GENERAL INFORMATION

Self-Care

A well stocked medicine cabinet will help you with many common illnesses. Ask your Pharmacist first.

A&E or 999 Assistance

Visit A&E or Call 999 for life threatening emergencies such as loss of consciousness, severe chest pain, serious accidents or loss of blood.

NHS 111

Call 111 24 hours a day for free expert health advice, reassurance and information for you and your family. **Call 111 when the surgery is closed.**

GP Surgery

Appointments with your GP or Practice Nurse for vaccinations, prescriptions, medical advice and care.

Appointments

To **book** or **cancel** an appointment please ring the surgery on 01380 719959. We do accept cancellation of appointments via email: southbroomsurgery@nhs.net.

Dr John Heaton-Renshaw
MA MB BS DRCOG MRCGP

Dr Joanna Pullen
BSc MB BS MRCGP DFSRH

Dr Rosie Lindon
MBChB DA DRCOG MRCGP DFFP

Dr Ian Williams
MBChB MRCGP DFFP LL.M
(Medical Law) DOccMed

Dr Mark Thomas
MBBCh MRCGP

Dr B Ballentyne
MBChB MRCGP DOccMed

Dr S Sanjeev
MBChB MRCGP

Dr N Freeman
MBBChir MA (Cantab) MRCP MRCGP

Providing Personal Medical Services under
contract to NHS Wiltshire CCG

SOUTHBROOM SURGERY
15-16 ESTCOURT STREET

THE GREEN

DEVIZES

SN10 1LQ

Tel: 01380 719959

southbroomsurgery@nhs.net

Southbroom Surgery | Devizes Primary Care
Network (devizespcn.nhs.uk)

PRACTICE INFORMATION FOR PATIENTS



“Care without Compromise”

SOUTHBROOM SURGERY

PRACTICE INFORMATION

Opening Hours Mon - Fri 8.00am - 18.30pm

To register please visit our website: [Southbroom Surgery | Devizes Primary Care Network \(devizespcn.nhs.uk\)](http://SouthbroomSurgery|DevizesPrimaryCareNetwork(devizespcn.nhs.uk)). Alternatively you can obtain registration forms from reception. You will be required to provide proof of address and photo identification.

General Services Provided

- Triage by Nurse Practitioner for minor illnesses
- Emergency care if appropriate for registered patients
- Disease management of medical conditions including chronic diseases
- Health promotion advice
- Referral to other services if appropriate
- Medical care for Temporary and Immediately Necessary residents if required

Clinical Services

- Cervical Screening
- Contraceptive Services
- Vaccinations / Immunisations
- Post Natal / 6-week Baby Checks
- Phlebotomy-Bloods
- Anti-coagulation service
- ECG-Heart Monitoring
- Stop Smoking
- Minor surgery procedures
- Self Referral for counselling - (Wiltshire IAPT service).

Additional Services

- Private medicals
- Occupational health

Additional services may require a charge, information can be provided by Reception Staff

Home Visits - Patients may be seen at home if the doctor considers a home visit necessary.

NHS 111 service is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. It is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, out-of-hours, urgent care centre, walk-in centre, community nurse, emergency dentist or a late-opening chemist.



Prescriptions

Patients may request a repeat prescription online at [Southbroom Surgery | Devizes Primary Care Network \(devizespcn.nhs.uk\)](http://SouthbroomSurgery|DevizesPrimaryCareNetwork(devizespcn.nhs.uk)) following the repeat prescribing link. Prescriptions will be sent to a pharmacy of your choice within two working days. **We do not accept telephone requests or e-mail requests as this could lead to error and misinterpretation.**

Patient Participation Group

The Group exists to allow our patients to have their say about our services and the surgery. To join our PPG please obtain a form from Reception or via our website [Southbroom Surgery | Devizes Primary Care Network \(devizespcn.nhs.uk\)](http://SouthbroomSurgery|DevizesPrimaryCareNetwork(devizespcn.nhs.uk)).

Complaints

This practice follows the NHS complaints procedure. For all **informal** complaints please contact our reception team who will direct you to our complaints

team.

All **formal** complaints must be in writing.

Teaching

We are an accredited GP Training Practice which means the continued education of Health Care Professionals and medical students from Imperial College in London and Bristol University.

Disabled Access

We have a lift to all floors, with doors that accommodate wheel chair access. A Hearing Loop and a disabled toilet are located on the ground floor.

Patient Rights

You have a right to expect a high standard of medical care from our Practice. We will endeavour to provide the best care possible with the resources available.

Patient Responsibility

It is your responsibility to ensure that you keep medical appointments and follow the medical advice given. Very occasionally a Practice and patient relationship breaks down completely. In this situation the patient may choose to register elsewhere. The Practice also has the right to remove that patient from their list as we have a zero tolerance to inappropriate behaviour.

PALS - Patient Advice and Liaison Service

Wiltshire CCG: 0300 123 2103

RUH: 01225 825 656/ 826 319

GWH: 01793 604031

SDH: 01722 429044

We apologise that patients may experience some delays on the telephones during peak periods due to the high volume of calls we receive.

Please Respect Us We Are Here To Help You.