

Practice Information Leaflet



Hucclecote Surgery is a partnership providing NHS Services under an NHS England General Medical Services Contract.

5a Brookfield Road
Hucclecote
Gloucester
GL3 3HB

Telephone No: 01452617295

Email address:

hucclecotesurgery@nhs.net

Website:

www.hucclecotesurgery.co.uk

Hucclecote Surgery provides GP services to the area of Hucclecote (mainly GL3 3 postcodes). To view our boundary area, please visit:
<https://hucclecotesurgery.co.uk/surgery-information/about-us/>

Further information can be sought from www.nhs.uk

Opening hours

Mon–Friday	8:00 am	6:30 pm
Saturday	Closed	Closed
Sunday	Closed	Closed

Enhanced Access

Nurse / HCA clinics

Monday: 6.30pm to 7.30pm

Tuesday: 7.00am to 8.00am

GPs

Day of the week varies and these will be offered from 7.00am to 8.00am and 6.30pm to 8.00pm

Minor Ops

Saturday mornings throughout the year

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- **Family planning** – We offer a full range of family planning services
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – These clinics are nurse-led and aim to encourage a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks** – A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered every 5 years after a patient's 40th birthday dependent on whether they have any chronic disease.
- **Other clinics** – The practice also offers antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

Teaching practice

The practice is a teaching practice and occasionally trainee GPs and/or medical students may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Access and support for disabilities

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available, and we also have dementia friendly signs.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](http://www.nhs.uk).

The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

Dr James Lambert - GMC: 6121059

Dr Emily Adams – GMC: 6155462

Dr Virginia Head – GMC: 7140506

Dr Fauzia Zafar – GMC: 6068065

Dr Zoe Mathias – GMC: 4029544

Salaried GPs

Dr Sarah Atherton – GMC: 3407428

Dr Claudia Kempfen – GMC: 4374518

Dr Emma Etherington – GMC: 7639457

Nurses

Julie Bolton (Nurse Manager & Diabetes Lead) – NMC: 9811301E

Rosie Mayo (Practice Nurse & Diabetes) – NMC: 23G3202E

Freya Mansell (Practice Nurse) – NMC: 24G1006E

Carolyn Hewlett (Respiratory Lead) – NMC: 83B1275E

Health Care Assistants

Lisa Crick

Helena Leach

Chloe Brentnall

Clinical Pharmacist

Katie Adams - GPhC: 2082501

Living Well Team

Louise Lakin (Frailty Nurse) – NMC: 12J0938E

Emma Crofts (Social Prescriber)

Samantha Harvey (Care Co-ordinator)

Practice Management Team

Emma Jones and Carla Banks

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please:

- Telephone 01452 617295
- Visit the practice website
- Visit the surgery

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We operate a **zero-tolerance** policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

We do not tolerate any verbal or physical abuse.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at [Patient Participation Group – Hucclecote Surgery](#)

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website: [Privacy notice – Hucclecote Surgery](#)

NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated red box, located outside the front door.
- Via the NHS App. Further information regarding the app is available at [Log in - NHS App Online](#)
- Online – Please log in and order via our website: [Prescriptions – Hucclecote Surgery](#)

Please allow 72 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

We cannot take prescription requests over the telephone.

Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

Patients over the age of 75 will be provided with a named GP.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet (available from reception or online via our website: [Feedback and complaints – Hucclecote Surgery](#))

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please telephone reception before 11.00am]. A clinician will then telephone you to discuss your request.

Home visits are usually conducted between 12:30 pm and 2:30 pm, Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.nhs.uk