



**Tenbury Surgery**  
34 Teme St  
Tenbury Wells  
Worcestershire  
WR15 8AA



Picture by Josie Bunn

## **A Guide to our Services**

### **Clee Hill Branch Surgery**

Brunswick House  
Tenbury Rd  
Clee Hill  
Nr Ludlow  
Shropshire  
SY8 3NE



*A Keele University School of Medicine  
Teaching Practice*

# Welcome

Tenbury Surgery serves the whole of Tenbury Wells in Worcestershire as well as its surrounding villages. Our branch surgery at Clee Hill in Shropshire is open part time and offers a dispensing service. Our patient list size is approximately 9500 patients and our practice area is approximately 100 square miles.

Our team includes four GP Partners + 1 salaried GP, a Practice Nursing Team as well as our Practice Manager, secretarial, reception, administration and cleaning staff. As a training practice we also have a GP Registrar as well as medical and nursing students.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes, asthma, COPD, anti coagulation therapy and smoking cessation. We also have visiting clinicians who offer psychology and drugs misuse support.

At Tenbury Surgery we aim to treat all our patients promptly, courteously and in complete confidence.

This booklet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information on how our practice operates.

If you live within our practice area and would like to register with us, please complete one of our registration forms that are available at our reception desks. Our staff will be happy to answer any queries you may have regarding registration. Practice information is also available on our website [www.tenburysurgery.co.uk](http://www.tenburysurgery.co.uk)

## How to contact us

Tenbury Wells Surgery		Clee Hill Branch Surgery (open part time only)	
<b>Opening Hours</b>	<u>Mon - Fri</u> 8:00 am - 6:30 pm <u>Sat</u> 8 am - 12:30 pm	<b>Opening Hours</b>	<u>Mon, Weds &amp; Fri</u> 9.30 am - 10.30 am <u>Tues, Thurs</u> 4.30 pm - 5.30pm
<b>Tel No</b>	01584 810343	<b>Tel No</b>	01584 890408 (If you require a Dr when the surgery is closed during <u>normal</u> hours telephone Tenbury Surgery)
<b>Fax No</b>	01584 819734	<b>Fax No</b>	01584 891595
<p><b>Website:</b> <a href="http://www.tenburysurgery.co.uk">www.tenburysurgery.co.uk</a></p> <p><b>Out of hours times are:</b></p> <p><u>Mon - Fri</u> 6.30 pm - 8.00 am following day. <u>Weekends:</u> Sat 12:30pm to Mon 8.00 am <u>&amp; Bank Holidays</u></p>			
<b>Out of Hours tel no</b>	111		
<p><b>Practice Manager:</b> 01584 810638 <b>Medical Secretaries:</b> 01584 810598</p>			

# Our Team

## Clinical Staff

<b>Dr Nicholas Foster</b>	MB BS MRCGP DCH (1982 Nottingham)
<b>Dr Christian Gunther</b>	(1994 Berlin)
<b>Dr Silvana McCaffrey</b> Looks after the	MB BS MRCGP DCH DFFP DRCOG (1994 London) GP Registrar
<b>Dr Juliane Groning</b> Looks after the	MD MRCP DFSRH MRCGP CEGPR (1992 Freiburg) Keele GP Students
<b>Dr Edward Conquest</b>	MBChB (2009 Birmingham) MRCGP
<b>Sister Mary Morris</b> Looks after the: <b>Sister Jayne Williams</b> <b>Sister Johanna Stone</b> <b>Tanya Lloyd</b>	Lead Practice Nurse Student Nurses Practice Nurse Practice Nurse Health Care Assistant

## Administrative Staff

<b>Practice Manager</b>	Stephen Andrews	
<b>Medical Secretaries</b>	Dawn Broome	Angela Price
<b>Receptionists</b>	Carol Grosvenor Alison Mcewan Amy Wright Kate MacNaughton-Hughes	Mandi Morgan Lisa Knight Tamsin Morgan
<b>Dispensers</b>	Sue Maund Sara Pelham	Nita Edwards
<b>Admin</b>	Julia Cooper Lindsey Wyatt Melanie Fletcher	Ruth Forman Sheila Crumpton Tracy Devine

# Appointments

## Tenbury Surgery

- **ONE Duty Doctor** is available to be seen by patients for urgent on the day problems. These appointments are made by presenting at the surgery at 8am or ringing up at 9am. There is no choice in Doctor for on the day appointments, but if the problem is urgent you will be seen.
- **The appointments with the Duty Doctor are for 10 minutes only and for one problem.**
- All morning, afternoon and evening surgeries are by **appointment** only made in advance.
- You can book an appointment with your choice of Doctor or Nurse in person or over the telephone.
- You can book your appointments and request repeat prescriptions **online**. Ask at the reception desk for a registration form for this service.
- Our Saturday morning surgery is run by one doctor. Please phone for details on the day or book online. When we have reached capacity we will ask that you contact the Out of Hours Provider.

## Clee Hill Surgery

- All surgeries are 'open access' surgeries. Please attend the surgery during opening times when you will be given a consultation slot in turn. The receptionist will give you an approximate time that you will be seen.
- If your consultation slot is later in that day's surgery, you may wish to go away and return later; however, we would ask that you return in plenty of time to be seen in turn.

### **How can you help us?**

Be on time for your appointment or tell us if you need to cancel  
Remember the appointment is for one person only

Let the Receptionist know if you are likely to need more than 10 minutes with the Doctor/Nurse

## Home Visits

If you are unable to get to the surgery, wherever possible, please telephone BEFORE 10.30 AM and give details of the problem to the receptionist so the doctor can decide on the urgency of the visit.

**Clee Hill patients:** If you need to request a visit outside of the normal opening hours of Clee Hill surgery but inside the normal working hours of Tenbury Surgery - please telephone Tenbury Surgery on 01584 810343 to make your request.

## If you wish to speak to a Doctor or Nurse

Please telephone the surgery and tell the receptionist you would like to speak to a Doctor/Nurse. The receptionist will ask you for your telephone number, the time you will be available to take a return call and brief details of the reason for your call so that the Doctor/Nurse can prioritise their telephone calls. The Doctor/Nurse will call back when they are available.

## Test Results

If your doctor sends you for tests he/she will tell you when your results should be available. Test results can only be given to the patient concerned. **Please telephone the surgery after 2pm for your results.**

**Surgery Timetables are available at reception and on line via our website:**  
[www.tenburysurgery.co.uk](http://www.tenburysurgery.co.uk)

## Repeat Prescriptions

If your doctor wishes you to have regular medication, this will be entered on your computerised medical record. You should indicate on the right hand side of the prescription the medication you are requesting and the collection option you prefer. Please also read any other printed information on your script. **Please allow 2 working days for your repeat prescription to be processed. Prescriptions are not processed after 5pm or Saturday mornings.**

Please request your repeat medication using one of the following ways:

Tenbury patients	Clee Hill patients
<ul style="list-style-type: none"><li>▪ Drop it into the collection box at the surgery.</li><li>▪ Register for our online service repeat prescription and appointment booking service by visiting the reception desk.</li><li>▪ Fax it to the surgery on 01584 819734</li><li>▪ Post your request to the surgery with an SAE and we will post it back to you.</li></ul>	<ul style="list-style-type: none"><li>▪ Drop it into reception or through the letter box if the surgery is closed.</li><li>▪ Post your request to the surgery with an SAE and we will post it back to you.</li><li>▪ If you live within the defined dispensing area, you may collect your medication from the dispensary.</li><li>▪ Exemption certificates will need to be produced every time you collect medication or you will be charged for your prescription</li></ul>

**In the interests of patient safety, we are unable to accept telephone requests for repeat medication.**

## **Change of Name/Address/Telephone No**

Please inform us if you change your name, address or telephone number so that we can keep our records up to date. This is important if we need to contact you urgently or you are referred to a hospital for treatment.

## **Text Messaging Reminders**

If you would like to be sent a text message reminder of your doctor's appointments, please register for our MJOG service at reception.

## **Chaperone**

Please ask the doctor before your examination starts if you would like a chaperone to be present and this will be arranged.

## **Special Needs/Disabled/Hard of Hearing**

The surgery is equipped for patients with special needs but do ask staff if you require assistance.

## **Translation Service**

We can arrange interpretation and translation services by phone or in person for patients who do not speak English. Please let us know if you need this service when booking an appointment.

## **Transport to Hospital**

Free hospital transport (ambulance or car) is only available to patients with certain conditions. We are not usually able to make exceptions to the national guidelines but, if in doubt, enquire at reception.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour towards our staff or patients.

## **Confidentiality and Data Protection**

We respect your right to privacy and keep all your health information confidential and secure. The practice is registered and complies with the Data Protection Act.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. We will require your written consent before passing information about you to third parties outside the health services.

You have a right to know what information we hold about you. If you would like to see your records, please call our Practice Manager. There may be an administration charge for this.

If you move to another practice your written and electronic records are transferred automatically to your new practice after you have registered there.

## **Compliments, Comments and Complaints**

We welcome any suggestions, which you feel would add to the comfort and wellbeing of those in our care. We recognise the value that complaints, suggestions and constructive criticism, as well as compliments, can provide. This will assist us in maintaining and developing a better quality and a higher standard of health care for our patients

If you wish to compliment, comment or complain about any aspect of our service, please ask at the reception desk for our Compliments, Comments and Complaints leaflet which will give you information on how to do this. There is also a suggestion box in the waiting area.

## **Patient Reference Group**

Join our Patient Reference Group by registering online via our website or completing a form at reception.

## **Temporary Residents**

You are able to consult a doctor anywhere in the UK if you are away from home and in need of medical attention. You can do this by asking to see the local doctor as a temporary resident. We will be happy to see any of your family or friends if they need to see a doctor whilst staying in this area.

## **Clinics and Other Services**

Please ask at reception for details on the following services:

- Antenatal Care
- Anticoagulation (INR) Clinic
- Asthma Reviews
- Baby Clinic
- Blood Pressure Checks
- Cervical Smear Tests
- Childhood Immunisation
- COPD Reviews
- Diabetes Clinic
- Dietary and Weight Management Advice
- Ear syringing
- ECG's
- Epilepsy Monitoring
- Family Planning (incl. Long Acting Reversible Contraception)
- Flu and Pneumococcal Vaccination
- Height and Weight checks
- Hypertension monitoring
- Minor Surgery
- New Patient Medicals
- Smoking Cessation
- Spirometry
- Suture Removal
- Travel Advice

## **Non NHS Services available**

Certain services are not covered by the NHS and are subject to a fee. These services include

- Private sick notes
- Insurance claim forms
- Copies of your records outside legislation
- Passport applications
- HGV/Taxi/Racing Medicals
- Boxing Medicals
- Shotgun licence certificates
- Some travel vaccinations

**Please ask at reception for details.**

## **THE NHS IN WORCESTERSHIRE**

Further advice regarding primary medical services may be obtained from:

NHS South Worcestershire Clinical Commissioning Group

The Coach House  
John Comyn Drive  
Perdiswell  
Worcester  
WR3 7NS  
Tel: 01905 681999  
Web: [www.southworcccg.nhs.uk](http://www.southworcccg.nhs.uk)

Worcestershire Health and Care NHS Trust  
Isaac Maddox House  
Shrub Hill Rd  
Worcester  
WR4 9RW.  
Telephone: 01905 760000.  
Web: [www.worcestershirehealth.nhs.uk](http://www.worcestershirehealth.nhs.uk)

## USEFUL CONTACT DETAILS

Tenbury Hospital	01584 810643
Tenbury Hospital Minor Injuries Unit	01584 810648
Kidderminster Hospital	01562 823424
Worcestershire Royal Hospital	01905 763333
Hereford Hospital	01432 355444
NHS Complaints	01800 917 7919
Worcestershire CCG	01905 681999
NHS Direct	0845 4647
Out of Hours NHS 111	111
District Nurses	01584 810197
Health Visitors	01584 811403
Advisor to the Elderly	01584 810197
Worcestershire Carer Adviser	01905 26500
Worcestershire Social Services	0845 607 2000
CRUSE Bereavement Care	0844 477 9400
Relate	0300 100 1234
Midwives: Worcester Area: Kidderminster Hospital Hereford Area: Leominster Hospital Shropshire Area: Ludlow Hospital	01562 823424 01568 614211 01584 872201

**Space for your own Notes**



**Picture by V A Davies**