

PRACTICE LEAFLET

SEVERN BANK SURGERY

Tutnalls Street, Lydney, Glos GL15 5PF
Tel: 01594 845715

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The doctors and staff at Severnbank Surgery in Lydney are proud to offer the highest standard of patient centred healthcare. We run many clinics for the management of chronic diseases such as asthma and diabetes and offer a wide variety of other medical services including childhood vaccinations and check-ups.

Opening Hours

Monday	0800 - 18:30
Tuesday	0800 - 18:30
Wednesday	0800 - 18:30
Thursday	0800 - 18:30
Friday	0800 - 18:30
Saturday	Closed
Sunday	Closed

Dispensary Opening Times

	Morning	Afternoon
Monday	09:00 – 13:00	14:00 – 17:30
Tuesday	09:00 – 13:00	14:00 – 17:30
Wednesday	09:00 – 13:00	14:00 – 17:30
Thursday	09:00 – 13:00	14:00 – 17:30
Friday	09:00 – 13:00	14:00 – 17:30
Weekend	Closed	Closed

The dispensary only takes telephone calls between 11:00 and 13:00.

When we are closed

The quickest way to contact an out of hours doctor is to dial the easy to remember number **111**, but if you prefer you can call the surgery number, wait until you

hear the appropriate message which will allow you to hold while you are put through to the Out of Hours service.

If you call the surgery number you are able to cancel an appointment (you will be prompted for information about any appointment at the surgery you wish to cancel). Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

We Run Specialist Clinics For:

- Diabetes
- Respiratory disease
- Weight management
- Healthy heart checks
- Well woman and cervical smears
- Travel vaccinations

Attached Community Staff

These can be contacted by telephoning:

- District Nurses **0300 421 6074**
- Health Visitor **0300 421 8746**
- Midwife **0300 421 8746**

Making an Appointment

- By visiting **Appointments** on the Website. Your request will be assessed and assigned to the best person to help you with your concern.
- Booking an appointment via **SystmOne**. You will need to be registered for our online services. Please complete our **Register for Online Services form** to use this option.
- By calling the practice on **01594 845715**.

Please arrive on time for pre-booked appointments taking into account logistical difficulties or the time involved in travelling to the surgery. If you arrive late you will need to re-book your appointment.

Cancelling an Appointment

Please inform us promptly in the event of a cancellation so that we can allocate the appointment to another patient. You can do so online by completing the **Cancel an Appointment form**.

Increased/Enhanced Access

The increased access scheme allows for patients to be booked in for acute (afternoons) and routine (weekend and evenings) appointments with GPs and nurses at any of the surgeries within the Forest of Dean Cluster. To book these you will need to contact the reception team who will offer the available appointments and inform you who it will be with, the time of the appointment and where the clinic is being held.

Patient Participation Group

All registered patients are welcome to attend any meeting of the Patient Participation Group without giving prior notice. If you are interested in hearing about the activities of the Patient Participation Group and would like to join, please ask at Reception.

Safeguarding Policy

Our Safeguarding Policy promotes the welfare of children, young people and protects adults at risk from abuse and neglect in accordance with both the Children's Act (2004) and the Care Act (2014).

Letters and/or Results

If you are asked to make an appointment with your GP to discuss test results or a hospital clinic letter, please telephone the surgery on **01594 845715** to check that the information has been received before attending for your appointment.

In many cases it is possible to discuss results with your GP on the phone.

You can check the status of your test results online by completing the **Test Results Triage**.

Prescriptions

How do I order my prescription?

- Online – Using our **Prescription Request triage**.
- Using our online services – **SystemOne**. You will need to be registered for our online services. Please **complete our Register for Online Services form** to use this option.
- Requesting a repeat prescription through your local pharmacy order and collect service – **Find your local pharmacy**.
- In person or by post – Please visit our **Contact Us page**.
- Our Dispensary telephone line is open from 11 a.m. – 1 p.m. each day for medication queries only.

Please allow 5 working days from the time you place your order until you collect your prescription from us. If you ask us to deliver your prescription to a chemist, please remember that the chemist will need additional time to make up your prescription.

We have a dispensary and are allowed to dispense medication to patients living outside Lydney and more than one mile from a chemist. All telephone enquiries regarding prescriptions and emergency repeat prescription requests should be made on **01594 845715** between 11:00 and 13:00 only. Our dispensers Lydia, Elaine and Emma will help you with your enquiries.

Online Prescriptions

In order to use this secure ordering service you must first register online. Please ask one of our receptionists for a letter containing your unique identifiers to allow you to register or **complete our Register for Online Services form** to use this option.

This facility will allow you to make doctor appointments online and order repeat prescription items authorised by your GP direct from your computer records.

Please keep safe all passwords allocated to you. Do not share these with anyone else.

Electronic Prescribing

Our Practice is collaborating with NHGS Business Services Authority (NHSBSA) which is providing NHS numbers for those patients that may be suitable for electronic repeat dispensing prescriptions. The information is obtained from NHS prescriptions submitted to the NHSBSA. A member of our clinical team will contact these patients soon to explain the benefits of this service.

Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

NHS charges

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

- Prescription (per item): £9.90
- 12-month prepayment certificate (PPC): £114.50
- 3-month PPC: £32.05

If you will have to pay for three or more prescription items in three months, or more than 11 items in 12 months, you may find it cheaper to buy a PPC, which can be paid for in ten direct debit instalments of £10.81.

- Telephone advice and order line **0330 330 1341**
- General Public – **Buy or Renew a PPC On-line**

There is further information about prescription exemptions and fees on the **NHS website**.

Prescription fees

- **NHS UK: How much is the NHS prescription charge?**
- **NHS UK: Am I entitled to free prescriptions?**

Registering as a patient

Registering as a patient at Severnbank Surgery can either be carried out online via our Website (<https://severnbanksurgery.co.uk/>) or in person at the surgery where you can collect the necessary form. Patients have the right to express a preference of practitioner.

Disabled Access

Our practice is easily accessible for disabled patients. We can provide a wheelchair and a hearing loop is available.

Home Visits

To request a home visit, please call the surgery as soon as possible after 8.30 a.m.. The visits are usually carried out during the lunchtime period.

Out-of-Hours

Our answerphone message directs patients to the NHS 111 service or 999 for emergencies.

Complaints

Complaints can be sent in via our website or preferably by putting them in writing to the Operations Manager.

Feedback

Any feedback, critical or complimentary, can be forwarded via any of the following routes; via our website, complete the Friends & Family Test, in person whilst attending the surgery or in the form of verbal or written statements.

Failing to attend for appointments

If patients constantly fail to attend appointments, they will receive a warning letter. If their behaviour does not improve, they may be asked to register at an alternative surgery of their choice.

Zero Tolerance Policy

Severnbank Surgery operate a policy of 'Zero Tolerance' for any aggression or abuse of our staff.

Care Quality Commission

The Care Quality Commission (CQC) makes sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and encourages them to make improvements where possible.

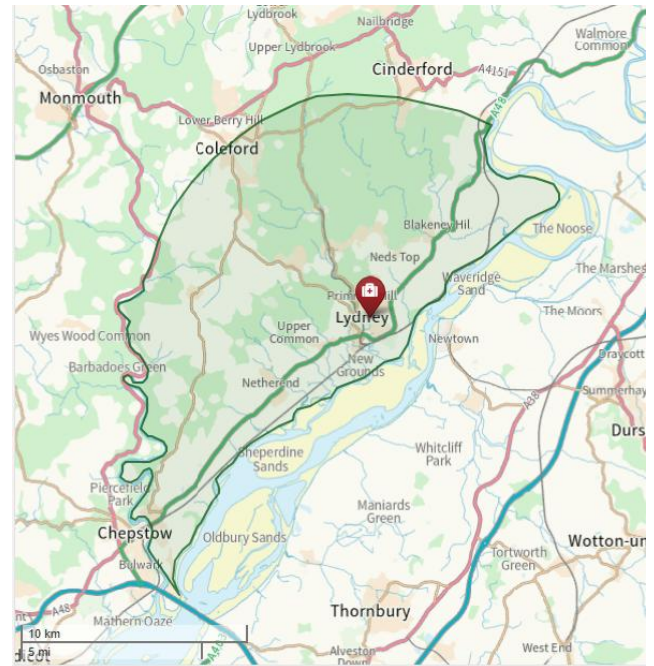
They do this by inspecting services and publishing the results on their website: www.cqc.org.uk
You can use the results to help you make better decisions about the care you, or someone you care for, receives.



Severnbank Surgery
CQC overall rating
Good
14 June 2019

Severnbank Surgery Boundary Area

The map below shows the boundary area for our practice. If you would like to apply to register, you must live within a 6 mile radius of Lydney.



OpenSAFELY Data Privacy Notice

How we use your information – OpenSAFELY

Our practice is required by law to provide pseudonymised patient data to NHS England's OpenSAFELY Data Analytics Service. This is a secure environment, hosted by our clinical system supplier TPP SystmOne, where data is used for research, planning and evaluation to improve NHS care.

- The data is pseudonymised (identifiers such as name, date of birth, address are removed or replaced with codes).
- Data never leaves the secure environment provided by the system supplier. Only aggregate results are shared with approved researchers.
- The service is run under a formal Data Provision Notice (DPN) issued by NHS England, which GP practices are legally required to comply with.
- Our practice remains the data controller for the information we hold.
- Your Type 1 Opt-Out choice (preventing your confidential information being used for planning or research) will still be respected, except for a small number of specific public health projects where national regulations apply.

You can read more about OpenSAFELY at: <https://opensafely.org/>

Information on NHS England's legal basis for this data use is available at: NHS Digital Data Provision Notices.

If you have any questions, please contact the practice Data Protection Officer.