

Wargrave House Surgery



Wargrave House Surgery

23 St Owen Street

Hereford

HR1 2JB

01432 272285

Dr Mike Johnson

Dr Sarah Johnson

Dr Abigail Goodwin

Dr Nigel Fraser

Dr Clare Jones

Miss Rachael Knill – Practice Manager

www.wargravesurgery.co.uk

Contact Us

Telephone:

Main number 01432 272285
Reception Option 1
Prescriptions Option 2
Administration Option 3

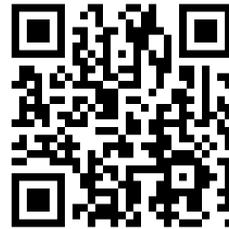
Fax: 01432 344059

Email:

general.wargrave@nhs.net for general enquiries
wargraveprescriptions@nhs.net for repeat prescriptions

Website:

www.wargravesurgery.co.uk



You can book appointments online, look for this symbol:



Doctors

Dr Michael Johnson	BSc MB ChB MRCPG DRCOG DFFP
Dr Sarah Johnson	MB ChB MRCPG DRCOG DFFP DGM
Dr Abigail Goodwin	MB BS MRCPG DCH DFFP DPD
Dr Nigel Fraser	MB BS MRCPG DRCOG DFFP
Dr Clare Jones	MB ChB DRCOG DFFP
Dr David Wang	MBBS BSc MRCPG DFRH
Dr Carolyn Knight	MBBS MRCP MRCPG DRCOG
Dr Andrew Knight	MBBS MRCPG DCH DMM

Other contacts:

District Nurses	01432 342211
Health Visitors	01432 373965
NHS 111	111
Family Planning	01432 266908
Sexual Health	01432 266908
County Hospital	01432 355444
Ambulance	999
Hereford Police	01600 460080
Social Services	01432 352211
Hereford Council	01432 260000
Hereford CCG	01432 260618
Citizens Advice	0344 826 9685

Health Review Service

We now provide an annual Health Review to all Patients who have a long-term condition or receive regular medication. The service will ensure that your health is reviewed in an appropriate and timely fashion, that your care is optimised, and that you will offered the opportunity to make decisions about your health management. Details are on the website and on posters in the waiting rooms. **You should book your health review by phoning Reception just after your birthday each year.**

Electronic Prescription Service

The Surgery now provides an Electronic Prescription Service which enables our prescribers to send prescriptions electronically to a dispenser (such as a pharmacy) of your choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.

Named GP

From April 2015 all patients, including children, will have a ‘Named Accountable GP’ to oversee their care. You may already have been told who your named GP is at some point during the last 1-2 years; for those of you who haven’t yet been told, you can find this information on the right hand side of your prescription or please ask our Reception team. Having a named GP does not prevent you seeing any other doctor in the practice if you wish.

Opening Hours

Monday to Friday **8.00 a.m.— 6.00 p.m.**

Saturday morning **9.00 a.m.— 1.00 p.m.**

Appointments can be made by coming to reception or by telephoning our receptionists who are on duty from 8.00am until 6.00pm. You may choose to make an appointment to see any of the nurses or doctors. Appointments usually start at 8:30. For very urgent problems consultations are available on the same day. For non-urgent problems, you can usually expect to see a doctor within one week. For follow-up consultations or to see a doctor of your choice, you may expect to wait a little longer. We recommend that you let the receptionist know if more than one person needs to be seen or there is a complicated problem so we can give you a longer appointment if necessary.

You can help us and other patients by:

1. Being on time for appointments
2. Letting us know in reasonable time if you need to cancel.
3. Remember that in order to help you best, we can usually only deal with one problem at a time in a standard 10 minute appointment.

Some of our consulting rooms are on the first floor. If you have difficulty managing stairs please let our receptionist know when booking your appointment.

Home visits

A doctor can visit you at home if your medical condition means that you are not able to attend the surgery. The duty doctor may speak with you to assess the urgency of the problem. Please try to phone before 11 a.m.

Out of Hours Emergencies

When the surgery is closed please call the NHS 111 service on **111** where your problem will be assessed and appropriate action taken or look at NHS Choices on <http://www.nhs.uk/Pages/HomePage.aspx>

Chaperone Requests

If you wish to have a chaperone present, please mention this when making your appointment.

Phoning for results

The default system for blood tests is we'll only contact you if the result is abnormal. (Please confirm we have your correct telephone number.)

However if you are worried or need the result you can also ring for the result but please try to ring in the afternoon.

The results of some tests and investigations may take longer.

Confidentiality

As part of the NHS, the doctors, nurses and staff have a legal duty to maintain the highest level of confidentiality about our patients. We sometimes have to pass information about you to the hospital, Government Departments or Primary Care Trust; any identifying details are removed when not essential. Your personal details will not be passed to any outside bodies without your written consent.

Violence

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. We may exercise our right to take action to have patients removed, immediately if necessary, from our list in rare cases.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

Repeat Prescriptions

Please help us to help you by giving a minimum of 48 hours notice of a repeat prescription request. When ordering repeat prescriptions, please ensure that you inform us which items you require. We can arrange for the prescription to be sent to the chemist of your choice, and you can annotate the request accordingly. If no chemist is listed we will assume you will be collecting the prescription from the surgery. Please use one of the following options when ordering:

1. Bring the right hand slip from your prescription to the surgery and place it in the box provided.
2. Complete the prescription at the surgery and place in the box provided.
3. Post your completed request to the surgery.
4. E-mail you request to: wargraveprescriptions@nhs.net. You will receive an acknowledgement within one working day.

Only order by telephone if you are unable to use any of the above methods; this is to minimise possible mistakes. The prescription line (01432) 272285 *option 2* is open Monday to Friday from 9.00am to 12 noon only. **PLEASE NOTE:** Requests for repeat prescriptions will not be taken outside of these hours. Please try to order all the items you require at the same time as this not only saves the receptionist time but yourself also. Please allow 48 hours for your request to be processed.

Complaints, Comments and Suggestions

We operate a complaint procedure as part of the NHS system; pamphlets are available at reception. We welcome comments and feedback on our service.

Practice Manager: Miss Rachael Knill

Deputy Practice Manager: Mrs Lindsey Curtis

Nurse Practitioner:

Sister Lisa Ballantyne RGN, Nurse Practitioner Diploma

Nurse Practitioners see emergency appointments in the morning and chronic disease reviews in the afternoon.

Practice Nurses

Sister Donna Wood RGN

Sister Laura Jefferies RGN

The practice nurses can be seen by appointment. Advice and treatments offered include:

Diabetes and Asthma management

Blood pressure control

Family planning, contraception.

Cervical smears

Holiday advice and vaccinations

Dietary advice

Immunisations and vaccinations

Dressings and removal of stitches

Menopause management

Health Care Assistants

Julie Knill

Performs blood tests, blood pressures, some injections, general observations and chronic disease checks for CHD and COPD

Jennifer James

Performs blood tests, ear syringing, some injections, blood pressures and general observations

Health Visitors and District Nurses

The Health Visitors can be contacted on the following numbers

North East Hereford 274981

North West Hereford 274237

South Hereford 357450

The District Nurses can be contacted on the following numbers:

Urgent: 370373

Non-Urgent: 383358

The picture on the front page is a copy of a watercolour painted by Dr Dyfrig Edwards, partner at Wargrave House Surgery from 1972 to 2001

