

**WARGRAVE HOUSE SURGERY,**  
Wargrave House, 23 St Owen Street,  
Hereford, Herefordshire, HR1 2JB

www.wargravehousesurgery.co.uk

**OPENING TIMES**

**Mon: 8:00-18:00**  
**Tue: 8:00-18:00**  
**Wed: 8:00-18:00**  
**Thu: 8:00-18:00**  
**Fri: 8:00-18:00**  
**Sat: 9:00-12:30**  
**Sun: Closed**

**TELEPHONE NUMBERS**

**Out of Hours Emergencies**

NHS 111 dial 111

**Appointments, Enquiries and Results**

01432 272285 *Option 1*

**Prescriptions**

01432 272285 *Option 2*

(Between 0900 and 1200 only)

**Business & Insurance Enquiries**

01432 272285 *Option 3*

**Fax**

01432 344059

**PRACTICE STAFF**

**Practice Manager**

Rachael Knill

**Deputy Practice Manager**

Lindsey Curtis

**Salaried GPs**

Dr David Wang

Dr Carolyn Knight

Dr Andrew Knight

**Nurse Practitioner**

Sister Lisa Ballantyne

**Practice Nurses**

Sister Donna Wood

Sister Laura Jefferies

**Health Care Assistants**

Jennifer James

Julie Knill

**Practice Secretary**

Sue Godsall

**Administration**

Jo Morgan

Nicola Harwood

Debbie Densley

**Reception**

Bernadette Hughes

Stephanie Hampton

Alison Downey

Lesley Hurford

Benjamin Richards

Andrea Phillips

**WARGRAVE HOUSE SURGERY**

**PRACTICE  
CHARTER**

Information for  
Patients

**PARTNERS**

Dr Michael Johnson  
Dr Sarah Johnson  
Dr Abigail Goodwin  
Dr Nigel Fraser  
Dr Clare Jones

**Please take a copy**

*(Revised 29/1/18)*

## Patient's Rights to General Medical Services

- ❖ To be offered a New Patient check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the WARGRAVE HOUSE SURGERY.
- ❖ To have access to the Patient Advice and Liaison Service ([Pals@staffordshireccs.nhs.uk](mailto:Pals@staffordshireccs.nhs.uk)) or on 0800 030 4563
- ❖ To have access to Herefordshire Healthwatch on 01432 364 481

## WARGRAVE HOUSE SURGERY Philosophy

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence. We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

## Wargrave House Surgery Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a Doctor, Nurse Practitioner or Practice Nurse will be offered within 5 Working Days
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the WARGRAVE HOUSE SURGERY as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.
- ❖ If you need access to interpretation or sign language translation, the Practice staff will make this service available in accordance with our relevant policy.
- ❖ We welcome all comments and suggestions about the service we provide. Please use the box provided in the waiting area.

## Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 11.00 if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please do not use this service for routine matters.
- ❖ Please allow 48 hours from prescription request to collection
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient fully.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.