

Lyngford Park Surgery Practice Leaflet



Lyngford Park Surgery

Fletcher Close, Taunton, TA2 8SQ

Tel: 01823 333355

Text: 07922037720 (cancellations only)

Email: somccg.enquiries.lyngfordpark@nhs.net

Website: www.lyngford.co.uk

Lyngford Park Surgery is a GP Partnership, (not limited).

Dr Sells is the Senior Partner, Dr Edwards, Dr Shackleton and Dr Khin GP Partners.

Meet our clinical team



Dr Rupert Sells – MBBS
BSc MRCGP
Dr Sells graduated from
University College
London in 1991



Dr John Edwards –
MBBS MSc BSc MRCGP
DCH DRCOG FPCert.
Dr Edwards trained in
London and graduated in
1986



Dr Janet Shackleton –
MB ChB MRCGP DFFP.
Dr Shackleton trained in
Manchester and
graduated in 1987



Dr Kyaw, (known as Dr
Khin), MBBS, MSc Public
Health, MRCGP.
Dr Khin trained in
Myanmar in 2009

Clare Cannon, Bsc (Hons) Pharmacy,
GPhC, RPSGB

Olena Rudyuk, Lead Practice Nurse
BSc (Hons) Adult Nursing

Ruth Shurley, Practice Nurse
RGN, Reg Midwife, Care Cert Level 2

Nicole Limm, Practice Nurse
BSc Nursing

Casey Gratton, Healthcare Assistant
NVQ Health and Social Care

Ann England, Practice Manager –

B.A (Hons) Social Science, PG Dip
Environmental Psychology, Masters in
Public Health, PGCE

Our Staff

Our Practice Manager. Ann England, leads a team of clinical, reception and administrative staff who will deal with your enquiries.

Our reception team can signpost you to the best person to deal with your problem.

Our Practice Secretary will arrange letters, forms and hospital referrals for GPs. If you have a question about the progress of a recent referral, please contact the Practice Secretary via the reception team.

Our clinical team includes GPs and training doctors, nurses, health care assistants and a clinical pharmacist. We also have a physiotherapist, midwife and a wellbeing advisor attached to the practice.

Teaching and Training in the practice

The surgery is approved by Health Education England as a training practice to provide specialist training to doctors. It is also accredited by Bristol University to teach medical students. For further information please visit our website.

Practice area

Lyngford Park Surgery serves the population of North Taunton as well as its surrounding villages. For information about the Lyngford Park Surgery practice area, please visit our website.

Accessibility

Our practice reception, waiting room and clinical areas are accessible for wheelchairs. We have automated or push button doors. The practice has a hearing loop and our clinicians will come into the waiting area to greet patients and support patients with sensory loss.

We encourage you to self-care

Your local pharmacist will be able to advise you on a range of minor ailments such as conjunctivitis, minor cystitis, etc and may be the quickest way to get advice. Your local chemist or supermarket will stock the following:

- Paracetamol and other painkillers
- Mild laxatives
- Hayfever and allergy tablets
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Plasters, non-absorbent cotton wool, elastic bandages and dressings

Named GP

All new patients who register with Lyngford Park Surgery will be allocated their named accountable GP within 21 days of registration. Patients aged 75 and over will be notified of their accountable GP if their GP changes for any reason.

Appointments

We encourage you to book in advance. Appointments are available up to six weeks ahead and can be booked online.

We try to see urgent cases on the day if possible. We may not be able to see you on the day if your problem is not urgent.

Our standard GP appointments are 15 minutes.

Our reception team are trained to ask suitable questions in order to identify who the appointment should be made with. Please share some information to help us arrange the right appointment. This is always kept confidential. Our reception team may recommend some alternative and better options to seeing a GP.

As an alternative to a face to face appointment, you can book to have a telephone or video consultation with a doctor, a nurse or our clinical pharmacist.

Tell us if you would like someone to accompany you during an examination or if you need help with translation if English is not your first language.

Engage Consult

We have introduced a new online consultation service for **non-urgent** requests. If you use this service you can expect an acknowledgement of your message within 1 working day and a response within 3 working days. For more information please visit the practice website and click 'Online Services'. **This is not an emergency service.**

Test results

Please ring after 2pm for any test results. Remember that the results of tests can only be given to the patient, or to someone else only if we have written consent from the patient.

Our Services

We offer a full general practice service 5 days a week. Specialist clinics are held for pregnant women and patients with long term conditions such as diabetes, asthma and coronary heart disease. We also undertake minor surgery, coil fittings and contraceptive implants.

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

Opening hours

Our core opening hours are Monday to Friday, 08:30 to 18:00 hours. Our telephone lines are open for urgent medical requests from 08:00 to 18:30 hours.

Out of hours

When our surgery is closed and you have an urgent medical request, please call NHS 111.

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest Accident and Emergency department or call 999. Accident and Emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment. Please use this service appropriately.

Somerset CCG is responsible for commissioning out of hours services when the surgery is closed.

How to register as a patient

To register at a GP practice you must complete a registration form known as a GMS1. It is a straightforward and standard form which will ask for the following details:

- Name and address
- Date of birth
- NHS number if you know it (it doesn't matter if you don't)
- The name and address of your previous GP
- Ethnicity (you do not have to state this if you do not want to)
- Your views on organ donation

We will also ask to see proof of your identity, for example photo identity such as your passport or driving licence and proof of your address such as a recent gas bill or council tax bill.

If the practice thinks you may not be entitled to full NHS treatment, for example if you are a visitor from abroad, they may ask to see your passport and visa.

To register as a patient at Lyngford Park Surgery, please complete a registration pack, complete all the forms and bring these back to us. Proof of identity, such as some photo ID, (ie driving licence, passport, bus pass etc), together with proof of address, (such as a utility bill or bank statement), will need to be shown to our Reception Team. If you do not have ID, you are still able to register. Please ask our reception team. You can also register for our practice by using the NHS App, which will enable you to verify your ID without coming into the surgery.

When you register, you will be allocated to a GP so that we can share the patient lists equally across our GPs. If you have a particular preference for the GP you wish to be registered with, please ask our reception team

Temporary registration

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient. You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice. **During the current COVID pandemic, your own registered GP may be able to offer you a telephone or video appointment.**

Patients who are registered, but have not attended the surgery for a long period of time

If you are registered with Lyngford Park Surgery and aged between 16 and 74 years, but not attended the surgery for up to 3 years, or if you are aged 75 or over, but have not attended an appointment in the previous 12 months, we will offer you an appointment if required. The appointment may be a video or telephone appointment or a home visit if you are unable to attend the surgery.

Keeping your health information safe

A health record is created and held by a health professional, normally your GP, and contains important information about your physical or mental welfare. Under the Data Protection Act 1998 and the Human Rights Act 1998, all information received about you is held in confidence, including after your death. Only NHS healthcare staff involved in supporting or providing your care can access your record.

In the majority of situations, third parties such as the police, insurance companies or solicitors cannot be given access to your health records unless you give written consent to do so or it is required by law and directed by a judge or magistrate. However, situations can arise where information may be disclosed to the police without patient consent. This may be when police are investigating or prosecuting a serious crime or where the disclosure of this information could prevent serious injury to the patient or others.

If you have a complaint

Please visit our website www.lyngford.co.uk or ask at reception if you have any comments, compliments or complaints about the services we provide. We welcome your views, both positive and negative and have a formal complaints policy should you wish to ask for it.

Rights and responsibilities of the patient, including keeping appointments

Please see our Patient Rights and Responsibilities Leaflet for further information.

Violent or abusive patients

Aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently

We ask you to treat your GPs and their staff courteously at all times.

Please see our Zero Tolerance Policy for further information.

NHS Somerset Clinical Commissioning Group

NHS Somerset Clinical Commissioning Group are responsible for planning and buying healthcare services for around 580,000 people across Somerset. They are a statutory body, established under the Health and Social Care Act 2012.

They have 65 GP member practices and which form 13 Primary Care Networks. They work together to ensure the best possible healthcare is available and meets the needs of people in Somerset.

NHS Somerset Clinical Commissioning Group
Wynford House
Lufton Way
Yeovil
Somerset
BA22 8HR

Tel: 01935 384000
Email: somccg.enquiries@nhs.net

Lyngford Park Surgery Patient Group

Every GP surgery has a Patient Participation Group (PPG), ours is called the Lyngford Patient's Group.

Membership is made up of patients, who volunteer to become involved, surgery staff and doctors.

The reason for this patient group is to talk about subjects such as:

- How this surgery looks after its patients;
- To discuss how to truly reflect what type of service patients want and need;
- How changes in the NHS could affect you;
- How the surgery could improve the health of the Priorswood community.

Our patients' group also has a Virtual Group for those members who are unable to attend meetings or wish to be involved via IT.

The Lyngford Team would be delighted to get support, ideas and suggestions from its patients and you would be very welcome to come to one of our meetings. There will be no commitment but you will be able to find out what being a member of the Lyngford Patients' Group is all about.

For more information, please contact Sigurd Reimers, Chair of the group by emailing him at: lyngfordparkpatientgroup@gmail.com

Text messaging

Our surgery now has a text messaging service to contact you by text to for example remind you of your appointments, to let you know if your appointment needs to be rearranged or to inform you about services, such as flu clinics, that may be available to you.

We would also like to be able to email you to let you know about new and recurring services and to ask for your feedback about our services.

Please make sure that we have your correct mobile phone number and email address to contact you. Please ask reception for a consent form so that you can be added to our texting/emailing list.

You can request a repeat prescription:

- Online (for prescriptions and booking appointments)*
- By email
- Through your local chemist (if they offer this service)
- We are normally unable to take repeat prescription requests over the phone for safety reasons, however it is possible to do this if you are unable to use other methods during the Coronavirus Pandemic.

If you are unable to use any of the above methods, you may also request a repeat prescription by sending us a letter or posting us a note, but we are currently limiting the amount of paperwork coming into the practice during the coronavirus pandemic for safety reasons.

We strongly encourage our patients to order repeat prescriptions online. Please speak to one of our reception team for more details. Please allow 48 hours for your repeat prescription.

You do not normally require an appointment to see a GP for a repeat prescription.

For information on signing up to and using the NHS App please visit

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

For information on signing up to and using Patient Access please visit

<https://www.patientaccess.com/>

- Please contact our Reception Team by email for your password

Home visits

If you are housebound and unable to come into the surgery for an appointment, you can request a home visit. Please ring by 11:00 if you would like a home visit that day.