

LOCKING HILL SURGERY

Locking Hill, Stroud, Gloucestershire GL5 1UY

Tel: 01453 764222

Fax: 01453 847994



www.lockinghillsurgery.co.uk

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Welcome To The Locking Hill Surgery

BACKGROUND

The Locking Hill Practice has its origins in two single-handed practices: one based in Uplands and the other at the "Top of the Town".

The doctor for Uplands in the 1920 - 1930s was Dr Whitley. His successor in the late 1930s was Dr Royal who retired in December 1962 and was succeeded at that time by Dr Lamb.

Dr Newton joined his practice in the 1930s and was based at The Chestnuts, Hollow Lane.

At the end of 1963 the two practices joined in partnership but continued to work from separate premises, Dr Newton at The Chestnuts and Dr Lamb at a purpose-built surgery attached to Brookfield House, Lansdown. After a couple of years it was decided to close the surgery at Hollow Lane and all practice work was conducted from Brookfield House. During that time Drs Lamb and Newton were joined by Dr Bamford and later by Dr J L Dod.

In 1972 the practice moved to the Health Centre at Beeches Green being joined by Dr Gillian Dod and, on the retirement of Dr Newton, by Dr Voss.

With increasing numbers of patients and extreme pressure on available space it was decided to move out of the Health Centre into the purpose-built Locking Hill Surgery in 1982.

OPENING TIMES

Reception is open Monday to Friday between 8.00am and 6.30pm. The phone line is open from 8.00am. We do offer some pre-bookable, routine appointments with the GPs outside of normal surgery hours, please enquire at reception.

THE DOCTORS

The Partners

Dr Ewart Lewis	(male)	MB BS DA	St Mary's Hospital 1981
Dr Ian Bye	(male)	MB ChB DRCOG	Bristol 1985
Dr Robin Blenkarn	(male)	MB BS DRCOG MRCGP DFFP	St Mary's Hospital 1988
Dr Alistair Smith	(male)	MA BM BCh DRCOG MRCGP PG Dip SEM	Oxford 1994
Dr David Kempson	(male)	MB ChB DRCOG	Bristol 1989
Dr Sarah Atherton	(female)	BMedSci BM BS DFFP MRCGP	Nottingham 1989
Dr Samantha Boden	(female)	MB BS MRCP MRCGP (dist) DFFP	Royal Free Hospital University of London 1991



We aim to provide high quality nursing, dementia and residential care to meet individual needs



- 24 hour Nursing, Residential and Specialist Dementia Care
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Stonehouse

The Elms
Elm Road, GL10 2NP
Tel: 01453 824477

Dursley

Henlow Court
Henlow Drive, GL11 4BE
Tel: 01453 545866

The Orders of St John Care Trust, Barnwood Park, 2 Barnwood Road,
Gloucester, Gloucestershire GL2 0RN

Telephone: 01452 381118 Fax: 01452 381614
Resident Enquiry Line: 0800 988 8133

www.osjct.co.uk



Charity number 1048355

For the latest information - www.lockinghillsurgery.co.uk

Attract more business by placing your advert here. Simply call 0800 0234 196.

Would a Care/Nursing Home Provide the Solution?

One part of life's rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it's very important to make the right choice.

Until recently there were two distinct types of home available – Nursing Homes and Care Homes (often referred to as Rest Homes or Retirement Homes). The title means very little but the type of care available varies considerably from home to home. The aim in all cases is to ensure that care is flexible and tailored according to the needs of the individual.

Some homes now cater for both nursing and residential care. This means avoiding the trauma of having to move again if the patient's health deteriorates and nursing care becomes necessary.

Normally, in either case, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes and exploring the various options may be difficult. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS – it is your right to choose!

Advertising Feature

Looking after the pennies

Looking after personal and business accounts can be a time-consuming and demanding task, which is where an experienced accountant can help.

Mike Jefferies at Five Valleys Accountancy and Taxation Centre has been working with local companies and individuals for over 20 years, providing a complete service that not only keeps their finances in order but can help them plan for the future, too.

"My clients include small businesses, limited companies and private individuals who need to prepare accounts and tax returns annually," said Mike. "I also offer general accountancy services including bookkeeping, corporation tax advice, capital gains tax and planning for the future. I hold tax clinics, too, where I can see if I can help people with large tax bills."

As a small business himself Mike understands how important it is to keep finances on track. "I provide a friendly and impartial service that begins with a free, no obligation consultation.

"My fees are always realistic, and I'll let clients know how much they're likely to pay before I do any work for them," he said.

To arrange a consultation or for more information please call 01453 836683 or 834670.

Advertising Feature

Five Valleys Accountancy & Taxation Centre

Accountants For The Stroud & District Area

- Small Practice For Small Clients - Small Fees Charged By Us
- Self assessment tax returns
- Immediate service available

Fixed-Price Accountancy/Taxation Services, Accounts, PAYE, VAT, Bookkeeping, etc

Annual Sales £	Annual Fee from £
Less than 15,000	50-100
30,000	150
40,000	180
60,000	210
75,000	230
90,000	240
Over 100,00	By Negotiation

- Limited Company Accounts • Partnership Accounts
- Self Employed Accounts • Management Accounts
- Business Start Ups

Self Assessment tax returns completion from £50

- Self assessment tax returns, accounts problems

For Accountancy Taxation Advice Ring

Mike Jefferies MAAT ICPA
01453 836683 or 834670

GP Registrars

As a training practice, we often have a GP Registrar working with us. He/she is a fully qualified doctor who is undertaking final experience before becoming a General Practitioner.

Trainee Healthcare Professionals

Occasionally we have medical students or student nurses who sit in with the doctor. You will be informed if this occurs; if you would prefer them not to be present, please let the receptionist know.

THE STAFF

The Practice Manager

Our Practice Manager, Jenny Vallely, is responsible for the day-to-day smooth running of the practice. If there are any non-medical aspects of your care or our service that you would like to discuss, please contact her on 01453 764222.

Secretaries

We have three secretaries who are responsible, amongst many other duties, for processing all hospital referral letters and the administration of all insurance company medical reports, DSS, County Council reports etc. If you have any queries regarding these matters, please telephone reception and ask to speak to them.

Receptionists

The reception staff are here to help you and are your link with the rest of the health care team. They have a difficult job to do with telephone calls, enquiries and requests coming from every direction. We ask you to bear this in mind when you are waiting to be attended to at the desk or on the telephone. Any information that you give to the reception staff will always be treated in the strictest confidence as they are bound by the same rules of confidentiality as the doctors and nurses.

Practice Nurses

Our team of practice nurses run the treatment room. They are highly experienced and qualified practice nurses who work closely with the doctors and are trained to carry out an extensive range of procedures and tests.

Health Care Assistants

Our health care assistants support the practice nurses in the running of the treatment room and undertake dressings, blood pressure checks, take blood samples and assist the doctors in minor surgery. They are available, by appointment, Monday to Friday.

District Nurses

The district nursing team attached to the practice provide home nursing services to patients who are housebound. They are Registered General Nurses with an added year of specialised training in community nursing. Each patient's needs are assessed and their care/treatment is planned accordingly. You can contact the team by telephoning 01453 753871, Monday to Friday 8.30am to 4.30pm.

Health Visitors

Health visitors are attached to the surgery. These are Registered General Nurses with an added year of specialised training in family health and they are concerned with the promotion of health, particularly for the under fives and their families but also the wider community. They are involved

Visit our website - www.lockinghillsurgery.co.uk

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Reaching retirement age and need advice on your pension?

Obtaining the right advice will help you to avoid costly mistakes.

Speak to a local Financial Adviser today to avoid unwanted tax implications!

You can only set up a lasting power of attorney while you have mental capacity. Once you have lost capacity it is too late.



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NHS

It's not a 999 emergency, but you need medical help fast?

Call 111 for medical advice, assessment and direction to the best medical treatment for you

CALL 111

www.nhs.uk/111

in our child health-screening programme. A nursery nurse completes the team and she carries out development checks and supports the health visitors. All can be contacted, Monday to Friday 9.00am to 5.00pm, on 0300 421 8967.

Community Midwives

Our midwives share with your doctor both your antenatal and postnatal care. They are there to help expectant mothers with all aspects of health care during pregnancy and to look after mother and baby in the early postnatal period. The midwives are available by appointment; please enquire at reception.

HOW TO SEE THE DOCTOR

How to Register with the Practice

To register with the practice for NHS treatment you must live within our practice area and be eligible for NHS treatment. Please bring your NHS medical card with you (if you have one), proof of ID (eg your passport or photo driving licence) and either a utility bill or Council Tax bill for the current year. We will ask you to complete a registration form and also a health questionnaire which will give us some basic information about you whilst we wait for your notes to arrive from your previous surgery. We invite all new patients joining the practice to attend a screening appointment. It may take some weeks for your medical records to arrive from your previous doctor and this appointment will give us the opportunity to discuss any immediate concerns that you may have, ensure that your vaccinations are up to date and to set up any regular medication on the computer. Please speak to our reception staff to make an appointment.

Making an Appointment

Please telephone 01453 764222. You will have the option to book an appointment with a doctor or with one of our Specialist Minor Illness Nurses, Gill Winch or Mary-Ann Simmonds. Both Gill and Mary-Ann prescribe so can treat a number of conditions including chest infection, ear infection, throat infection, conjunctivitis (eye infection) plus a whole host of other conditions. They can also provide emergency contraception (the morning after pill). If you are in doubt as whether they can help, please feel free to discuss with one of our reception team who will be able to advise you. If you feel that your query could be dealt with by telephone, please do ask the receptionist to get either a doctor or Gill or Mary-Ann to call you back. For continuity of care, please try to see the same GP with any specific on-going problem.

Patient Access

All Locking Hill patients over the age of 18 are able to book appointments, request repeat prescriptions and view a limited amount of their medical record online via patient access. To sign up for this facility you need to come to the surgery's reception and complete an access request form, you will also need to provide proof of ID (passport or driving licence) and proof of address (utility bill, bank statement or council tax bill). The receptionist will then issue you with personalised login details with which you will be able to set up your patient access account.

111

If you are ill or injured and are not sure where to turn, you can download the ASAP mobile phone App (ASAP Glos NHS) from the App store or search the ASAP website: www.asapglos.nhs.uk. Alternatively, call NHS 111.

Attract more business by placing your advert here. Simply call 0800 0234 196.

Visit our website - www.lockinghillsurgery.co.uk

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To place an eye catching
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important Practice Booklets and
our indispensable Appointment
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simply phone Veronica Smith
now on **0800 612 1516.**

Home Visits

If you need a home visit, please telephone reception before 10.30am unless it is an emergency, as this helps the doctors to plan their visits. Home visits are for those who are housebound or too ill to come to the surgery. It is most helpful if you are able to attend the surgery as the doctor has better facilities for examinations and tests. It should also be remembered that a doctor can see a number of patients at the surgery in the time that it takes to do one home visit.

Out-of-Hours Emergencies

These are covered by the Gloucestershire Out-of-Hours Service. If you require a doctor in an emergency outside normal opening hours, please telephone the usual surgery telephone number 01453 764222 and your call will be diverted.

OTHER SERVICES

Asthma Clinic

We aim to provide a high quality service for our patients with respiratory conditions. As part of this process, our nurse-led clinic has been developed and is run by Sister Sara Davison. This involves medication review, patient education, ongoing advice and the monitoring of response to treatment. We recommend that patients with asthma or other chronic respiratory conditions should be reviewed at least annually. If your condition is less well controlled we may suggest more frequent review.

Contraceptive Services

We offer a nurse-led contraception clinic with Sister Mary-Ann Simmonds. She can give advice on the full range of available contraceptive methods, as well as prescribe contraceptive pills and administer the contraceptive injection.

Emergency Hormonal Contraception

All the doctors and our minor illness nurses are fully qualified to give advice on this method of emergency contraception (sometimes known as the 'morning after' pill) and to issue any appropriate prescriptions. As with any advice or treatment you receive here at the surgery, strict confidentiality will be upheld.

Cervical Smear Tests

Smears involve a simple quick test to check for changes that occur before cancer develops. These changes can be easily treated in an outpatient clinic. It is recommended that women aged between 25 and 64 years have regular smear tests - three yearly between the ages of 25-49 and every five years between the ages of 50-64. All eligible women will be sent a letter when their smear tests become due, but if you think you are due and have not been called, please let us know. Smear tests are carried out by our practice nurses, by appointment.

Child Health And Immunisation

A full programme of child health is undertaken at the surgery. The doctors and health visitor carry out regular development checks. Our practice nurses carry out the childhood immunisations. For further information please contact your health visitor.

Diabetic Clinic

Diabetes is a condition which requires regular medical review, even when well-controlled or relatively mild. Therefore, our aim is to offer patients who have diabetes a structured diabetic review at least once a year, with Lynne Phillips who has undergone specialist training in the management of diabetes.

Hypertension (High Blood Pressure) Clinic

Our healthcare assistant Sharon Sharp runs our hypertension clinic. This clinic is intended to monitor patients with high blood pressure, recalling them for regular checks and giving health and lifestyle advice to work towards reducing blood pressure.

Minor Surgery

Certain minor operations can be performed at the surgery, including removal of cysts, skin lumps, warts and moles. Please see one of the doctors who will make the initial diagnosis and you will then be given a specific appointment for your operation. The NHS does not fund procedures carried out for purely cosmetic reasons.

Repeat Prescriptions

Many items that have been issued as a regular repeat medication by your doctor can be obtained without you needing to make an appointment. These items can be requested in person, in writing, by fax (01453 847994) or via patient online access.

Please bear the following in mind:

1. Your prescription will be ready for collection **two working days** after you have requested it.
2. If you wish, you can provide us with a stamped, self-addressed envelope so that we can post your prescription to you. Alternatively, you can nominate a chemist for us to send your prescriptions to.
3. Contraceptive pills are not available on repeat prescription and it will normally be necessary for you to make an appointment.
4. For reasons of patient safety we are unable to take repeat prescription requests over the phone. This can, however, in agreement with your usual doctor, be arranged in certain circumstances (eg patients who are completely housebound).
5. You can now request your repeat prescription online via patient access.
6. We can now send your prescriptions electronically to the pharmacy of your choice. Please ask our reception staff for more information.

Patient Access

All Locking Hill patients over the age of 18 are able to book appointments, request repeat prescriptions and view a limited amount of their medical record online via patient access. To sign up for this facility you need to come to the surgery's reception and complete an access request form, you will also need to provide proof of ID (passport or driving licence) and proof of address (utility bill, bank statement or council tax bill). The receptionist will then issue you with personalised login details with which you will be able to set up your patient access account.

Smoking Cessation Advice

Please enquire at reception if you wish to have any advice or support when trying to stop smoking. We can refer you to the Smoking Cessation Service.

Test Results

We will not routinely contact you if your test results are satisfactory. If any treatment or action is required we will contact you to make an appointment.

Travel Immunisation

Well before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit about any special precautions you may need to take. As soon as you book your trip, you need to complete a Travel Vaccination Form (available from reception). Hand the completed form in at reception and make an appointment to see one of our nurses well in advance of your trip, ideally six weeks prior to travel.

Travellers of all backgrounds and nationalities should seek advice on immunisations for travelling overseas whether for business or pleasure. People with family overseas often believe they have 'natural immunity' common in their country of origin - this is not true.

There will be a charge for certain non-NHS travel services, eg prescriptions for antimalarials and some vaccinations. Please see notices or ask at reception for specific details.

Remember:

Most vaccines need to be given a month or more before your departure. Also, please bear in mind that it is not always possible to fit in patients for travel vaccines at short notice as this is considered a routine matter.

Some vaccines need follow-up doses (boosters) to provide long-term protection.

THINKING OF STARTING A FAMILY?

There are several things you need to know before trying for a baby.

- **Immunity to Rubella (German Measles)**

Rubella in pregnancy can cause serious problems in the unborn baby, such as deafness and heart defects. Have a blood test to ensure that you are immune to rubella. It is necessary to check your immunity even if you have had the vaccination.

- **Cervical Smear Test**

It is recommended to have a smear test every three years between the ages of 25-49 and every five years from the ages of 50-64. Please check that you are up to date.

- **Weight**

Try and get to your correct weight, as you are otherwise more likely to have problems such as backache during pregnancy. It will also be easier to regain your figure afterwards.

- **Alcohol**

Cut down on your alcohol intake before and during pregnancy for a healthier baby.

- **Smoking**

Give up smoking. Smokers have lighter babies and low birth weight babies tend to have more problems with their health.

- **Folic Acid**

Research has shown that increasing the amount of folic acid in the diet can help to prevent spina bifida (malformation of the spine). Folic acid is a vitamin that occurs in many foods. It is particularly high in brussel sprouts and broccoli. Some foods, eg cereals have folic acid added to them. It is recommended that you take an extra 400 micrograms per day before you get pregnant and for the first three months of pregnancy. This dose is available as a tablet that you can buy over the counter.

- **Foods**

Liver - Liver has a very high level of vitamin A. Too much vitamin A can lead to abnormalities in the baby. We therefore advise you to avoid liver during pregnancy.

Salmonella - Salmonella germs can cause serious illness, particularly in pregnant women. Eggs may contain salmonella. Avoid eating raw eggs and cook your eggs thoroughly.

Listeria - This is a germ that causes severe flu-like illness. Pregnant women are particularly at risk. Listeria can be present in soft cheeses, pates, delicatessen meats and cook/chill meals. To avoid risk do not eat any cheeses like Camembert, Brie and blue vein cheeses. Follow the instructions on cooked/chilled food very carefully and make sure that it is heated through thoroughly.

Toxoplasmosis - This can affect a pregnant woman and, in rare instances, can also affect her unborn child. It is usually unnoticed in the mother, but it can sometimes cause a mild flu-like illness. Where the infection is passed to the unborn baby it may cause a range of problems, some of them serious. The illness is caused by infection due to an organism called Toxoplasma gondii. This is found in raw meat and cat faeces. During pregnancy always wear gloves when gardening and when handling a soiled cat litter tray. Wash salad and vegetables carefully and cook all poultry and meat until the juices run clear.

OTHER INFORMATION

Disabled Access

All consulting rooms are on the same level within the surgery. Our staff are happy to assist disabled patients in accessing the surgery.

Parking

For the benefit of all our patients, please assist us by removing your car from the surgery car park immediately following your appointment. Please do not leave your car in our car park when shopping in town. Please do not park in the area of the car park that is reserved for doctors and staff - it is vital that our doctors/medical staff have constant access and can remove their cars quickly in an emergency.

Disabled Parking

At present there are no specific or designated parking places for disabled patients. However, access to the reception area may be gained by use of the ramp to the rear of the building.

CARING FOR OUR CARERS

Do you look after or care for someone at home who could not manage without you due to illness, frailty, disability or substance misuse?

If so please speak to your GP or ask at reception for a carers registration form to join the practice carers' register. This needs to be handed in at our reception, posted, faxed (01453 756278) or scanned and emailed (lockinghill.rec@nhs.net) as it needs to be signed. We can then give you information, advice and support that can help you in your caring role. The person you care for need not be registered at Locking Hill Surgery. If you have been added to this carer register but are no longer caring please let reception know that you need to be removed from this register.

Carers who are patients at Locking Hill Surgery but do not receive any social care services at present may be able to access a carers simple assessment and funding to take a break from caring. If you are caring and would like to find out more please call Carers Gloucestershire on 0300 111 9000 or visit their website www.carersgloucestershire.org.uk

Please also see our display in the waiting room which has lots of information for carers and is regularly updated.

HAVE YOUR SAY

At Locking Hill Surgery we are pleased to have a Patient Participation Group, It aims to involve the patients in improving the services on offer, improving communication and promoting health. If you would like to be involved with our Patient Participation Group please Jenny Vallely, Practice Manager via email: jenny.vallely@nhs.net.

We would like to welcome people of all ages and all walks of life to "have your say"

COMPLAINTS PROCEDURE

We always try to provide the best possible service but there may be times when you do not feel that this has happened. If you wish to make a complaint, please write to Jenny Vallely, Practice Manager. She will acknowledge receipt of your complaint within two working days and you will receive a response to your complaint within 10 working days. NHS England ask that we endeavour to resolve patient complaints at practice level wherever possible but you still have the right to address your complaint to NHS England.

Please address to: NHS England, PO Box 16738, Reddich, B97 9PT. You can also contact them via email at england.contactus@nhs.net or by telephone on 0300 311 2233.

If you would like advice and support you can contact Patient Advice & Liaison Service (PALS) on Freephone 0800 015 1548 or 01452 566 698 or via email at glccg.pals@nhs.net

A copy of our Practice Complaints Procedure leaflet is available from the surgery.

PATIENT CONFIDENTIALITY

We provide a confidential service to all our patients, including those under 16 years of age. You can be sure that anything you discuss with any member of the team (medical and administrative staff) will stay confidential no matter how old you are.

PRACTICE CHARTER STANDARDS

As a team, we are committed to providing you with the highest possible standard of health care. We aim to give you the advice and information you need to achieve and maintain better health and the best health care possible using the resources available to us.

Our Responsibilities To You

- Your confidentiality will be maintained at all times.
- We will **always** see emergencies on the same day.
- The doctors and nurses will aim to see patients within 15 minutes of their appointment time. Should there be a delay you can expect to be kept informed by the reception staff.
- Requests for daytime home visits received by 10.30am will normally be seen by 1.00pm. Emergency visit requests received after that time will be relayed to the duty doctor who will contact you within one hour.
- You have the right to see your health records (subject to the limits of the law).
- You can expect to be offered appropriate advice about how to stay healthy and avoid illness.

Your Responsibilities To Us

Please help us to help you by observing the following:

- Please be on time for appointments - this reduces delay.
- If there is a delay, please be tolerant as emergencies do occur.
- If you are unable to keep an appointment, please let us know so that we can offer the appointment to another patient.
- If more than one person needs to be seen by the doctor, please make a separate appointment for each one.
- Please do not ask for a home visit unless you are housebound - please come to the surgery whenever possible. A doctor can see a number of patients at the surgery in the time that it takes to visit one patient at home.
- Please remember that the out-of-hours service is for urgent cases only that cannot possibly wait until the next working day.
- Help us to keep our records up to date by advising us of any change in your circumstances.
- Ultimately you are responsible for your own health and we invite you to work with us to keep you in good health.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

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.

USEFUL TELEPHONE NUMBERS

Gloucestershire Out-of-Hours Service.....	0300 421 0220
Stroud Hospital.....	0300 421 8080
Stroud Maternity Unit.....	0300 421 8018
Gloucestershire Royal Hospital.....	0300 422 2222
Cheltenham General Hospital.....	0300 422 2222
NHS Gloucestershire.....	0300 421 1500
Stroud District Council.....	01453 766321

Pharmacies

Boots.....	01453 764292
Co-op, Cainscross.....	01453 759205
The Laurels.....	01285 861123
Lloyds, Rowcroft.....	01453 764513
Lloyds, Locking Hil.....	01453 750532
Lloyds, George Street.....	01453 835501
Lloyds, Old Market.....	01453 832051
Moss, Minchinhampton.....	01453 886869
Pharmacy Plus.....	01179 526010
Sainsbury.....	01453 436009
Stonehouse.....	01453 823184
Superdrug.....	01453 764079
Tesco.....	01453 568647

Sex and Relationships

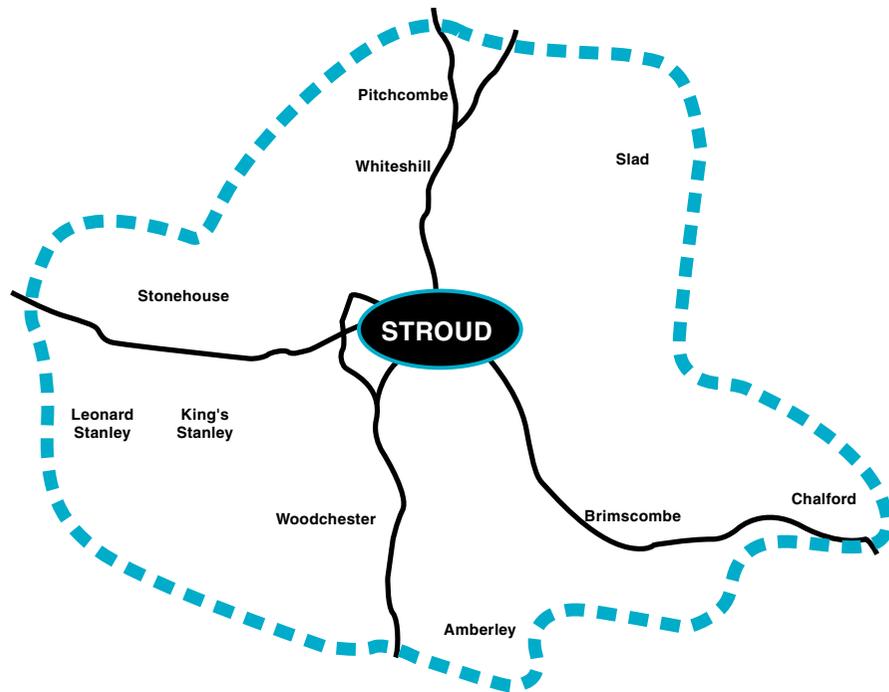
For advice and contact numbers, please ask at reception for 'The Little Yellow Book'.

Pregnancy Advice.....	0300 422 6201
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Mental and Emotional Wellbeing

For advice and contact numbers, please ask at reception for 'The Little Red Book'.

PRACTICE AREA



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

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