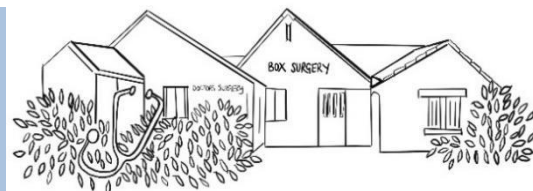


Box Surgery and the Firs Surgery Practice Leaflet

<https://boxsurgery.nhs.uk>

Box Surgery

London Road
Box
Wiltshire
SN13 8NA



The Firs Surgery

3 Cleaves Avenue
Colerne
Wiltshire
SN14 8BX

Telephone number

01225 742361

Email address

boxsurgery@nhs.net

Opening times

08:00-18:30 Monday to Friday

Extended Access – one weekday evening and occasional Saturdays for pre-booked appointments only

When the surgery is closed

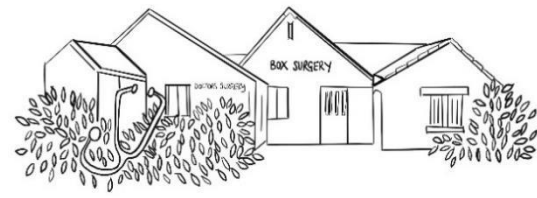
Out of Hours (OOH) provide 24-hour cover. If the surgery is closed and you require medical assistance, please call 111 or go online at NHS

111 advice <https://111.nhs.uk/>

In case of a life-threatening accident or emergency, dial 999 for an ambulance or go straight to the

Accident and Emergency

Department at the Royal United Hospital (RUH) Bath.



Appointments and Queries

You can contact our practice for medical or admin requests through AccuRx Patient Triage, a simple online form accessible via our website or your NHS app. Most of our patients find this simple to fill out and we think this is a great way to get in touch without waiting on hold to speak to a receptionist, so please give it a go.

Please provide as much specific and concise information as possible, to allow our team to best deal with your request. If you are unable to use AccuRx Patient Triage please phone our reception instead who will complete the form on your behalf.

How do I use Patient Triage online?

- Go to www.boxsurgery.nhs.uk
- Click on the banner on the home screen [“submit a new request”](#)
- Select either admin or medical request
- Confirm the request is not an emergency
- Write the request, giving as much information as possible
- Confirm how you would like to be contacted
- Enter your details
- Submit

How do I use Patient Triage from my NHS app?

- Open your NHS app and login
- Scroll down to select “Ask your GP advice”
- Select either admin or medical request
- Follow the remaining steps above

How to Register with the Surgery

To register with the surgery, please visit our website to complete the patient registration forms:

<http://www.boxsurgery.nhs.uk/patient-info/register/>

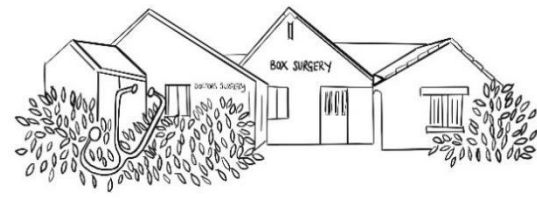
If you are unable to access our website, please ask for registration forms at Reception.

If you are registering a newborn baby, please ensure you have the NHS number given to you following delivery. This is required on the registration form.

If you are registering following leaving the Armed Forces, you will need to supply your enlistment and discharge date on the registration form.

Under the Patient’s Charter, you have the right to access the NHS and be treated equally, no matter what your income, race, sex, sexuality or disability.

Box Surgery Staff



Partnership

Dr Andrew Girdher

Male GP

MBChB DCH DFFP DRCOG MRCGP University of Birmingham 1996

Dr Terry Cottrill

Female GP

BMedsci BMBS MRCGP DRCOG DFSRH Nottingham University 2001

Dr David Jones

Male GP

MBChB (Hons), BSc (Hons), MRCGP Warwick University 2015

Practice Manager

Richard Marshall

Urgent Care Team

Paramedic

Megan Copson

Female

Urgent Care Nurse

Louise Mifflin

Female

DipHe Adult Nursing 2008 and Masters Level Patient Assessment and Clinical Reasoning 2021

Practice Nurses, Health Care Assistants & Phlebotomists

Joanna Hall – Lead Nurse
RGN

Joanna Richman
RGN RM

Lisa Arthurs
RGN

Sonia Dyke
RGN

Caroline Gerrish
HCA

Nikki McMillan
HCA

Louie Parson
HCA

Corinne Zimmerman
Phlebotomist

Salaried GPs

Dr Debbie Eaton

Female GP

MBChB MRCGP (2003) DFSRH Manchester University 1993

Dr Sarah Vaughan
Female GP

MBChB DRCOG MRCGP University of Liverpool 1995

Dr Jonathan Brown
Male GP

MBBS MRCGP BA (Hons) Newcastle upon Tyne 2009

Dr Deborah Flather
Female GP

MBChB BSc (Hons) MRCGP Bristol University 2010, BSc

Natural Sciences (1st Hons) Open 2004

Dr Josie Hindle
Female GP

MBChB MRCGP DRCOG University of Birmingham 2010

Dr Lucy James
Female GP

MRCGP MBBS Imperial College London 2018, BSc (Hons)

Practice Pharmacist

Zoe Pearce

Female Pharmacist

MPharm(Hons) MRPharmS IP University of Portsmouth
2005

Reception & Administration Team

The staff in reception and admin team are there to help. The team can help you deal with queries regarding the following: appointments, prescriptions, referrals and other queries you may have. For more information, please visit our website.

Regular Primary Care Network (PCN) Staff

GPA (General Practice Assistant)

Briony Gill

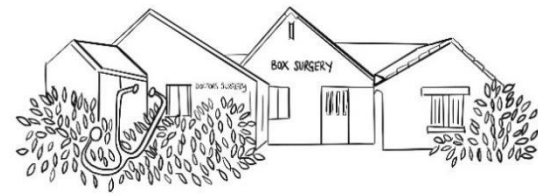
Appointments

We use an appointment system called Patient Triage

where patients can submit a medical or admin request using a quick and easy online form, including some details for the reason of your appointment request. Please try to give as much specific and concise information as possible. You are also able to do this on someone else's behalf, for instance children or someone you are caring for. If you do not have access to the internet or are unable to use a computer or smartphone, you can call reception on 01225 742361 and a member of our team will fill this out on your behalf.

We think this is much easier for most patients than waiting on hold to speak to a receptionist, as well as providing our clinical team with the right information to get you the help you need in a timely manner.

All medical requests will be assessed by a doctor or clinical practitioner, usually on the day but at maximum within 48 hours. You may receive a text, phone call or be invited for an appointment at the surgery. Please keep your phone with you and be aware that phone calls from the surgery will display as 'No Caller ID'. If you need urgent assistance please call our reception on 01225 742361 or 111 if we are closed. Please call 999 for life-threatening emergencies.



If you are unable to keep an

appointment, please let the surgery know – so we can offer to another patient. Please arrive on time for your appointment. Whilst every effort is made to keep to appointment times, emergencies do occur which can cause us to run late. We endeavour to inform patients if there is a delay.

Self-Referrals

Did you know that there are some free NHS health services you can access without needing an appointment with your GP? This is called self-referral and could help you find the care you need quicker and more easily than contacting the surgery.

Self-referral services include; Community Urgent Eyecare Services (CUES), Physiotherapy, Podiatry, Mental Health Services, and many more. For more information please see our website or Patient Triage: <http://www.boxsurgery.nhs.uk/self-referral-services/> <http://florey.accurx.com/p/J83013/self-referral>

Services

There is a nurse available most weekdays between 8:30-18:30.

Our nurses have attended courses to enable them to specialise in Primary Health Care and Chronic Disease Management. In accordance with Government guidelines, we review patients with high blood pressure, Diabetes, Asthma, Heart Disease, CKD and Chronic Lung Disease every 12 months. Please make an appointment to see the nurse for your check in your birthday month.

Our nurses and Health Care Assistants also provide the following general treatment room services:

Blood pressure checks
Cervical smears
Contraceptive advice
Dietary advice
Dressings
ECGs
Removal of stitches Immunisations

Disabled Access

The surgery is accessible to patients with mobility difficulties – there are no steps and there is a disabled toilet. If you need any assistance, please ask a member of staff.

Named GP

Every patient is assigned a named GP on registration. You are able to see any GP and your named GP is whom any correspondence should be addressed to. Patients have the right to ask for their named GP to be changed.

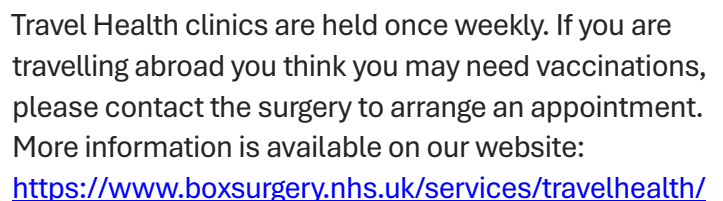
Home Visits

Home visits are made only to patients who are housebound or who are too ill to come to the surgery. Please help us by making the request before 10am if possible. Our triage clinician will assess your request and may call you for further information if required. Parents may be asked to bring sick children to the surgery where they will be seen promptly.

Training

We are an approved practice for the training of postgraduate doctors wishing to specialise in General Practice. These GP Registrars are often with us for an entire year, and we hope that you will see them as part of the practice team. We also assist in the training of medical students.

Other Services – Travel Health



Repeat Prescriptions

Please note that we do not take medication requests over the telephone for safety reasons.

We aim to generate *repeat* prescriptions following receipt of your request within 48 hours. Please allow

your dispensing pharmacy or appliance contractor up to 7 days to dispense your medication.

For eligible patients, our preferred method of repeat prescription management is to use electronic repeat dispensing (eRD).

For more information, please visit our website <https://boxsurgery.nhs.uk>.

Medical Records

Whilst you are registered at the practice, each member of the team (doctors, nurses, receptionists, administrators, pharmacists etc) will access and update your record as required. Within the team we treat all the information in your notes as strictly confidential. If you are unhappy about either the content or the confidentiality of your records, please discuss this with the surgery.

Chippenham, Corsham & Box Primary Care Network (CCB PCN)

Our PCN includes, Box Surgery, Rowden Surgery, Hathaway Surgery, Lodge Surgery and Porch Surgery. Shared Administration streamlines how we access information and means you will have access to a range of additional services provided by the PCN including; First Contact Physiotherapists, Paramedics, and the Living Well Team. First Contact Physiotherapists are available on-the-day, daily, within the PCN.

This means that clinicians and authorised administrators from the PCN will need to access your notes. Please be assured we have very strict rules in place across the PCN around patient confidentiality and who can access patient notes. It just means this access will be available for authorised staff working within the other surgeries too. Please see our Privacy Notice for further information.

You can opt out of Shared Administration – it is entirely optional to choose not to take part. Even without sharing your record, the NHS will still be able to provide the care that you need. However, it would mean you miss out on the services listed above and any new services provided by the PCN. If you choose not to take part, please complete the form on our website and send into the

surgery. You can return the form to us by bringing into the surgery, via email (boxsurgery@nhs.net) or via post.

Please see our privacy notice on our website <https://www.boxsurgery.nhs.uk/patient-info/privacynotice-2/>

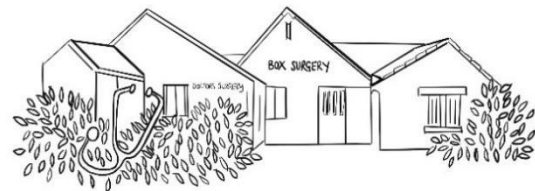
Further information

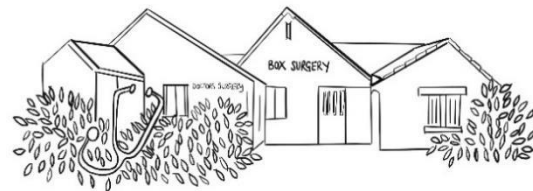
For more information on the clinics and services we offer within the practice and the Primary Care Network (PCN) please visit our website <https://boxsurgery.nhs.uk>.

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB)

For further information about medical services in this area, please contact:

BSW ICB
Jenner House
Unit E3
Langley Park
Avon Way
Chippenham
SN15 1GG
Telephone: 0300 304 7500
Email: bswicb.post@nhs.net





Complaints

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** - ideally, within a matter of days or at most a few weeks- because this will enable us to establish what happened more easily and accurately. If it is not possible to do that, please let us have details of your complaint:

- within 6 months of the incident that caused the problem; or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints are most helpful to have in writing (email is acceptable) and addressed to Mr Richard Marshall. We can also take details over the telephone. Alternatively, you may ask for a meeting to discuss your concerns. It will be a great help if you are as specific as possible about your complaint. Please ensure your complaint contains your name, address and relevant contact details.

What we shall do

We shall acknowledge your complaint within three working days and aim to have investigated your complaint within 20 working days from receipt. We shall then be able to offer you an explanation, or a meeting with the people involved. When we investigate your complaint, we shall aim to:

- 1) Find out what happened and what went wrong.
- 2) Make it possible for you to discuss the problem with those concerned if you would like this.
- 3) Make sure you receive an apology, where this is appropriate
- 4) Identify what we can do to make sure the problem does not happen again.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we will need their written permission to do so, unless they are incapable (because of illness) of providing this.

Further investigation

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

However, if you feel at any stage that your complaint should be investigated at a higher level, you can contact NHS England or [the Parliamentary and Health Service Ombudsman](#).

Complaints Officer
BSW ICB
Jenner House
Unit E3
Langley Park
Avon Way
Chippenham
SN15 1GG
Telephone: 0300 304 7500
Email: bswicb.post@nhs.net

Or Parliamentary and Health Service Ombudsman
Telephone: 0345 015 4033 (between 8:30-17:30
Monday-Friday)
Website: www.ombudsman.org.uk

Please note that complaints should be raised with the Ombudsman within 12 months.

Zero Tolerance

We take any threatening, abusive or violent behaviour against any of our staff or patients seriously. If a patient is violent or abusive, we may exercise our right to take action and have them removed, immediately if necessary, from our list of patients.