

VINE  SURGERY  
Partnership

# TheLeaflet

## Information and Services for Vine Surgery Partnership

Hindhayes Lane  
Street  
Somerset  
BA16 0ET

**Telephone:** 01458 84 11 22

**Out of Hours:** 111

**[www.vinesurgery.nhs.uk](http://www.vinesurgery.nhs.uk)**

---

# Welcome to the Vine Surgery Partnership

The surgery was opened on 2 August 1993. Vine Cottage was converted and extended to create the surgery, keeping the original cottage frontage on Hindhayes Lane.

The site has been further extended to provide additional health care facilities but is not part of the surgery.

## About this booklet

This booklet contains information about the practice, how to get the best out of the services provided and some general information about how our practice operates. It is for both existing patients and those considering registering with us. If you have any constructive suggestions about this booklet, or about the surgery, we will be pleased to consider them. They should be sent to the Practice Manager.

For even more detail, regarding the topics contained in this booklet, please visit:

**[www.vinesurgery.nhs.uk](http://www.vinesurgery.nhs.uk)**

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers and for patients needing minor surgery. We also offer an on-site medication dispensing service by Boots Pharmacy. We do not undertake any occupational health related matters. Please note that certain services are not provided by the NHS but can be provided on a private basis. This means the doctors will charge a fee for these. Please see our website at [www.vinesurgery.nhs.uk](http://www.vinesurgery.nhs.uk), for a guide to these services and fees.

If you need this booklet in Braille, on audio cassette tape, on disk, large print or another language please let us know and we will try to accommodate your request.

# Opening Hours

Monday	8:45 am to 6:30 pm
Tuesday	8:45 am to 6:30 pm
Wednesday	8:45 am to 6:30 pm
Thursday	8:45 am to 6:30 pm
Friday	8:45 am to 6:30 pm

The appointment phone line is open from 8:30am (Monday to Friday). If you would like to speak to a clinician between 8am and 8:30am, please ring the surgery on **01458 841122** and select option 1.

## Improved Access

See the Improved Access page at [www.vinesurgery.nhs.uk/improved\\_access.htm](http://www.vinesurgery.nhs.uk/improved_access.htm) for evening appointments from 6:30pm to 8:00pm, and Saturday mornings 9:00am to 1:00pm. These are for routine pre-booked appointments only.

## Out of Hours Service - Call 111

After 6:30pm and before 8:00am, Monday to Friday, weekends and public holidays:

**For Out of Hours call 111.** The service has been introduced for people who need medical care quickly but don't need a 999 emergency service. It operates 24 hours a day, 365 days a year.

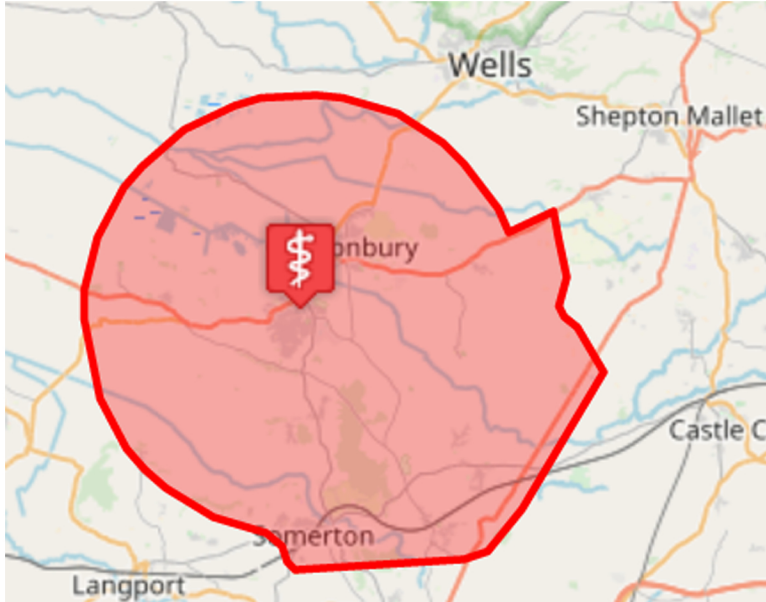
If you require general medical advice you can telephone NHS 111 24 hours a day on 111 or visit **111.nhs.uk**.



**when it's less  
urgent than 999**

# Practice Catchment Area

We are pleased to accept registration requests from patients who live within the area indicated on the map below. An interactive version of this map, where you can check the catchment area by entering your Postcode, can be found at [www.vinesurgery.nhs.uk/how\\_to\\_register.htm](http://www.vinesurgery.nhs.uk/how_to_register.htm)



## When Registering

Proof of your new address is desirable. This can be in the form of a utility bill, bank statement or driving licence etc. Please bring this with you when you visit to complete your registration. If you have a medical card please bring it with you to the surgery as will assist us in transferring your existing medical records (though cards have now been phased out, so many patients will not have one).

If you are visiting the area and require immediate and necessary treatment, you will need to register as a temporary patient.

# Useful Contact Numbers

## Vine Surgery Partnership

<b>Acute Emergency</b>	<b>999</b>
Appointments & Enquiries	01458 841122
Appointment Cancellations	01458 841122
Out of hours	111
Repeat Prescriptions	01458 841122
Urgent Medical Enquiries	01458 841122
NHS Direct Advice Line	111

## General Help

AA (Alcoholics Anonymous)	0800 917 7650
Age UK	0800 678 1602
AIDS - National AIDS Trust	0207 814 6767
Alzheimer's Society	0333 150 3456
British Diabetic Assoc SW	0345 123 2399
Carers - Carers UK	020 7378 4999
Citizens Advice - Mendip	0808 278 7842
Cruse Bereavement Care	0808 808 1677
Domestic Abuse Helpline	0808 2000 247
Patient Transport Advice	01278 727 444
Relate - Marriage Guidance	0300 0030 396
RNIB	0303 123 9999
Samaritans	116 123
Slinky (Community Transport)	01935 477 399
Smoke Free Life (Somerset)	01823 356 222
Social Care - Somerset (Adult)	0300 123 2224
Somerset Sight	01823 333 818
Somerset Integrated Care Board	01935 384 000
SWEDA (Eating Disorders)	01749 343 344
Turning Point Somerset	0300 303 8788

## Local Hospitals

Bath Royal United	01225 428 331
Bristol Royal Infirmary	01179 230 000
Bridgwater Community	01278 436 555
CircleBath Hospital	01761 422 288
Dorothy House	0345 0130 555
Frenchay Hospital	01179 50 50 50
Musgrove Park	01823 333 444
Nuffield - Taunton	0800 015 5020
Mineral Hospital - Bath	01225 428 331
St Margarets Hospice	01823 333 822
Shepton Mallet Hospital	01749 342 931
Shepton Mallet T/Centre	0333 321 8278
Southmead Hospital	01179 50 50 50
West Mendip Hospital	01458 836 450
Weston General	01934 636 363
Yeovil District Hospital	01935 475 122

*Telephone numbers last checked 17/11/22*

# Appointments

## Our Appointments Procedure

**Vine Surgery Partnership operates an advanced access system.**

All our surgeries for doctors, are divided into pre-bookable 15 minute appointments and 10 minute same-day slots. Nurse Practitioner appointments are 10 minute pre-bookable and same-day slots

The 15 minute bookable appointments can be booked up to four weeks in advance.

Please try to save the appointments at the end of the day for those who can only come after work.

All same-day appointments are to be used for urgent problems only.

This system has also greatly reduced the number of patients who just do not attend, wasting all our time and reducing your access to us. Please let us know asap if you cannot attend.

If you want to see a particular doctor you may have to wait a little longer.

One of the doctors is nominated each day and may occasionally be called out during surgery to deal with an emergency. Please be patient. If there is a long delay, we will try and arrange for you to be seen by another doctor.

All doctors, nurse practitioners and practice nurse clinics are by appointment only.

By co-operating with us in the smooth running of our appointment system, you will be able to see a doctor or nurse practitioner when you wish.

## Results

We will inform you how to get results of investigations.



## Telephone Consultations

Patients registered at Vine Surgery Partnership have the opportunity to book an advanced telephone consultation with a doctor. These telephone consultations should be used when you need advice but the doctor does not need to see you.

The consultations will take place at a fixed time each morning and afternoon.

You will be asked to leave your name and telephone number for the doctor to return your call. You will also be asked for a brief description on the nature of the problem.

You will be contacted as near as possible to the pre-booked time. Please take into account that at busy times the surgery may run late when expecting a telephone call from the doctor.

**If you would like to use this service, either pre-bookable in advance or to book on the day, contact reception on 01458 841122.**

## Home Visits

We operate a home visiting policy when required for patients who are housebound or too ill to get into the Surgery.

To request a Home Visit you need to phone before 10.00 am and give symptoms etc to the Receptionist who will log your call and pass your request to the nominated Doctor. If your visit is accepted, a decision will be made as to which Doctor visits, this may not be the Doctor you are registered with.

Please note however, that home visits are extremely time-consuming so we appreciate it if patients try as hard as possible to come to the Surgery. Please also note that if you are registered as living outside of the practice area, we are unable to offer you home visits.

# The Practice Team

## Doctors

**Dr Robert Vriend** MD (Amsterdam)

**Dr James Nicholls** BM MRCGP

**Dr Sarah Freeman** MBBS MRCGP DRCOG

**Dr Simon Trotter** MBBS Bsc MRCGP

**Dr Simon Lynes** BA Hons, MSc, MBChB Hons, RCGP (2018), DGM

**Dr Csaba Gogh** MD

**Dr Ulrike Naumann** Med state exam, MD DRCOG DFFP MRCGP

**Dr Imogen Llewellyn** MBCh MRCP MRCGP DRCOG Dip Pall Med

**Dr Chidi Ozo** MB BS

## Nurse Practitioners

**Sr Michelle Davidson** RGN, BSc hons, QN Independent Nurse Prescriber

**Sr Sue Beecher** Advanced Nurse Practitioner, RGN BSc (Hons), PGC (Resp), Ind Nurse Prescriber

**Sr Laura Reeves** Nurse Practitioner RGN & BSc (hons)

For details of clinic times for each clinician above please visit:

[www.vinesurgery.nhs.uk/gp\\_team.htm](http://www.vinesurgery.nhs.uk/gp_team.htm)

## Practice Nurses

Nicola Pole

Janeann Mullane

Jodie Hill

Seval Ak



## Healthcare Assistants

Sharon Clark

## Phlebotomists / Health Coaches

David White

Libby Cowling

## Practice Management

Sharon Morgan (Managing Partner)

Terri Burrows (Assistant Practice Manager)

## Practice Staff

Agnieszka Sojczyńska, Angela Windmill, Claire Brown, Joanne Power, Katie Lewis, Kaylea Whitcombe, Lizzie Moga, Melanie Newman, Naomi Callow, Paul Banwell, Sally Bawdon, Sally Hawkins and Valentina Birch are our Patient/Data Assistants.

Our Patient Assistants are your first point of contact with the practice. They arrange your appointments, either on the telephone or at the reception desk; and do their best to ensure that you see the doctor or nurse as quickly as possible. They try to deal with your queries or problems sympathetically and quickly.

Angela Wynn is our medical secretary and deals with all correspondence, including referrals to hospitals and medical reports.

# Clinics and Services

## Clinics and Services

### **Antenatal**

By appointment (All Midwives)

### **Asthma - Respiratory Clinic**

Tues 2.00pm to 6.00pm

Thurs 9.00am to 1.00pm

By appointment (Practice Nurses)

### **Blood pressure/ECG**

By appointment (Health Care Assistant)

### **Child Development**

By appointment (All Doctors)

### **Child Immunisation**

Mon 9.00am to 1.00pm (Practice Nurses)

### **Cervical Smear**

By appointment (Practice Nurses)

### **Diabetic Clinic (Health Care Assistants)**

Tues 9.00am to 1.00pm

Weds 1.30pm to 5.30pm

### **Diabetic Clinic (Practice Nurses)**

Mon 1.30pm to 5.30pm

Tues 9.00am to 1.00pm

### **Minor Surgery**

Weds 9.00am to 11.00am

(Dr Nicholls and Dr Vriend)

### **Phlebotomy**

Weekdays 8.50am to 12.30pm

### **Treatment Room Sessions**

Weekdays 9.00am to 1.00pm *and*

Fri 2.00pm to 5.30pm.

(Practice Nurses and Health Care Assistants)

### **Travel and Immunisation**

To be confirmed (Practice Nurses)

# Prescriptions



## Repeat Requests

Requests for repeat prescriptions must be completed online using Patient Access or made in writing and require 48 hour notice and either handed in to reception or posted to us.

Repeat Prescriptions can be requested as follows:

1. Submitting a request online from our website: [www.vinesurgery.nhs.uk](http://www.vinesurgery.nhs.uk)
2. Using a form, available from reception
3. Using the medication list on your original prescription, by only ticking those items which you need

## Collecting your Prescriptions

If you would like your prescription to be posted to you please do not forget to supply us with a stamped addressed envelope.

For collection, either come to the desk or arrange to pick up from a local pharmacy.

## Medication Reviews

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications and notification should appear on your repeat slip. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

# Other services we offer

## Non NHS Fees

The NHS provides most health care free of charge. However there are a number of other services for which fees can be charged. These are mainly for services not covered by the NHS, such as medical reports for insurance companies.

Doctors are involved in a whole range of non-medical work, largely on the basis that they occupy a position of trust within the community, and are in the position to verify the accuracy of information. If a GP signs a certificate or completes a report, it is a professional duty that s(he) checks the accuracy of such information. This may involve examining the patient's entire medical record. For a current list of fees please visit: [www.vinesurgery.nhs.uk/privatemedicalservices.htm](http://www.vinesurgery.nhs.uk/privatemedicalservices.htm)

## Do I pay for any Certificates?

There are a number of certificates which GPs are obliged to provide free of charge. These include certain certificates supporting claims by patients for social security benefits.

If a patient is off work for seven days or less the GP does not have to provide a sick note. A patient can be refused a note or charged for a private one for illnesses of seven days or less.



## Travel Vaccinations

If you are travelling abroad it is sensible to make provision well in advance of your expected date of travel, if possible a minimum of four weeks.

The Surgery can give full guidance on health matters relating to travel abroad and long haul flights.

Our practice nurses have up-to-date information and would be delighted to discuss your individual requirements.

The Surgery keeps a stock of travel forms that we ask you to complete for the nurse before your appointment. By assessing your itinerary and using the latest medical global information we can plan the best advice on your personal travel requirement.

Please ask for a form at reception or alternatively you can complete the form online at:  
[www.vinesurgery.nhs.uk/holidaytravel.htm](http://www.vinesurgery.nhs.uk/holidaytravel.htm)

Please note that you will be charged for some of your holiday vaccinations.

# Your Personal Information

## Your information

When you visit the surgery we want you to feel able to discuss anything with your doctor that might relate to your health. This may include sexual matters, your relationships, drugs, drinking, your mental health, your job etc. You need to feel that anything you inform us of will remain absolutely confidential.

The General Medical Council, whose rules on confidentiality apply to all doctors in the UK, enforces our duty of confidentiality to all patients. The practice is also registered under the Data Protection Act 2018.

We take great care to ensure that no information you give us is passed on either inadvertently or through the deception of others. This would include other family members unless we have your written consent.

## Why we collect information about you?

In the National Health Service we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

The NHS in England uses patient information for different purposes and the main two are:

**a: To provide direct care** – To provide patients with the personal care and treatment they need.

**b: For purposes beyond direct care** – Where patients' information is used alongside other patients' information in statistics and research and analysis. This information is typically used to check that health and social care services are doing a good job; to provide the right services at the right time; and to support researchers in the development of new medicines and treatments.



## How your information might be used

### Sharing information for your direct care

#### Practice Staff

Doctors do not discuss their patients with reception staff, but staff may type letters, file incoming hospital post and results and carry out a host of other administrative tasks on behalf of your doctor. They are not allowed to access your notes for any other purpose. All our staff are highly trustworthy and professional in their attitude to the responsibility that patient confidentiality places on them. The practice can audit access to records to ensure records are not accessed inappropriately.

#### Summary Care Record

Summary Care Record (SCR) is an electronic record that gives healthcare staff faster, easier access to essential information about you anywhere in the country, so that you can be given safe treatment during an emergency or when your GP surgery is closed. You can opt out if you do not want your information to be used in this way.

### Sharing information for purposes beyond your direct care

#### Risk stratification

Risk stratification is an example of where your information may be used for your direct care or for purposes beyond your direct care.

Risk stratification is a process of identifying patients or groups of patients that are most likely to get a certain disease so that the right services can be provided to an individual or a population in general.

For example, “these patients are most likely to get diabetes in my GP practice, so I’m going to provide this care plan to those individuals” or “this number of patients is at risk of diabetes in this CCG, so I’m going to commission this service”.

# Your Personal Information

*Continued from page 15...*

## **Information to the Health Authority and other health organisations**

Some information is sent electronically to the other parts of the NHS for administration and payment purposes. This can be statistical information that does not identify individuals or may include some personal details such as changes of address etc. in order to keep the practice list up to date. All NHS staff are bound by the same rules on data protection and confidentiality.

The practice is also requested by the NHS and Medical Research Council (MRC) to provide data for the clinical audit or research of certain diseases and conditions. This information will either be anonymous, so individuals cannot be identified or you will be asked for consent. You may be contacted to ask if you're happy for your information to be used in this way. Your identifiable information will only be shared in this way where you have given your explicit consent.

Prescribing information is also requested to help compile statistics on how diseases are treated and the costs involved in treating some illnesses. All such information is anonymous; individual patients will not be recognisable from this information.

## **Patient access to records**

### **Request for access to health records**

You have the right to see your own medical record, both hand written and entered onto the computer. In certain circumstances there will be a charge of £50.00 for providing copies of your notes. It may be beneficial to contact the surgery, by calling to speak with the Medical Secretary, to discuss this prior to requesting your notes.

### **Reports for other people**

Sometimes you may need a report prepared by your doctor for someone else who is not involved in your care. This may be your employer, an insurance company or your solicitor. We will never release any information to any other party without your written consent. You have the right to see these reports before they are sent off. If you have any worries we recommend you ask to check them at the time.

# Patient online

## What is Patient Online?

Patient Online allows you to access GP services from your computer, tablet or mobile phone, as well as through your local GP practice to:

1. Book GP appointments online
2. View a summary of your health records online
3. Renew prescriptions online

## How will Patient Online help me?

Online services will allow you to book and cancel appointments or request repeat prescriptions at a time that is convenient to you – day or night. It will help you to take greater control of your health and wellbeing by increasing online access to services. Evidence shows that patients who are informed and involved in their own care have better health outcomes and are less likely to be admitted to hospital.

## How can I get access to my GP Record?

You will need to fill in a short form and bring proof of your identity into the GP surgery so that we can provide you with logon details and with a password.

At Vine Surgery Partnership we currently offer the online services below:

1. Booking appointments
2. Repeat prescriptions
3. Access to GP records (currently summary information only)

## Computer Security

All persons who can access your record on computer are given a unique password. Different grades of staff have different levels of access. Staff should only have access to those parts of the computer record that they need to do their job. An audit trail of who has used the computer is kept within the computer system with every login recorded and identified by the user's password. All computers have anti-virus software loaded, which is regularly updated to protect your medical record.

## Further Information

If you any questions about how the information on your medical record is used please contact the surgery.

# Suggestions and Complaints

## For comments or concerns

We would like to hear from you if you have any suggestions about how we can improve or have a concern. A concern is often best dealt with when it arises and as a practice we would encourage you to first explain to a member of staff who knows you and the situation. In many cases it should be possible to sort out the problem straight away by talking to staff or the Practice Manager.

We appreciate that sometimes there may be occasions when you feel we may not meet the standards you expect and this leads to you making a complaint.

## Making a complaint

We take complaints very seriously and they are treated in confidence. We aim to resolve complaints quickly and fairly and will try to sort your any mistake or misunderstanding straight away.

It is helpful if you make your complaints as soon as possible. This will help us to investigate the issue effectively. The period of time where we can investigate is within 12 months of the event or within 12 months of you realising that you have something to complain about.

Complaints are not kept in your records and will not affect ongoing or future treatment in any way.

If you are complaining or raising a concern on behalf of someone else, they will need to give their consent for us to share personal information with you.

It is important to be clear about what aspect of care has caused your complaint. Be specific and think about what you want to achieve. It will help us if you provide your full contact details including a daytime telephone number.

## What happens next?

- We will try to contact you to talk about your complaint or we will write to you to acknowledge its receipt. This is usually within 3 working days and excludes bank holidays.
- We will discuss whether you would like to arrange a meeting to discuss the issues
- We will discuss who would be most appropriate person to respond to you and how this will occur. This may be in letter, an action plan, or a meeting.
- We will provide you with an explanation of the points that you have raised, details of what we have found out and what we will be doing to put things right. If there are some points that we do not agree with you will be given the reasons for this. We would aim to respond to your complaint within 15 working days unless we have agreed a date with you.

# Confidentiality

We ask you for personal information so you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. Access to confidential patient information is given only to those NHS healthcare professionals who need it in order to provide a service to the patient. All staff working in the surgery are subject to stringent confidentiality requirements and no information from your record will be released to third parties outside the NHS without your specific consent.

## Access to health records

In general you have the right to see your health records though certain legal exclusions may apply. You can ask to see your record and may request a copy of any part, which may be subject to a small administrative charge. If you require access to your records please ask to speak to the Practice Manager in the first instance.

## Concerns

If you have any concerns regarding the confidentiality of your personal medical records, or you would like further information. Please do not hesitate to discuss this with your doctor or the Practice Manager.

# Unacceptable Behaviour

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to all patients. We would like to thank all of our patients that respect this. However, shouting and swearing at practice staff will not be tolerated under any circumstances and patients who are abusive may be removed from the patient list. If you are violent, aggressive or threatening you will be reported to the police.

If you consider that you have been treated unfairly or inappropriately, please ask the reception staff to contact the Practice Manager who will be happy to address your concerns. Please help us to help you. Thank you.

Icons are made by Freepik from [www.flaticon.com](http://www.flaticon.com) and are licenced by Attribution 3.0 Unported (CC BY 3.0).

---