

Jubilee Field Surgery



Yatton Keynell, Chippenham, Wiltshire, SN14 7EJ

Tel: 01249 782204

www.jubileefieldsurgery.co.uk

Welcome to Jubilee Field Surgery

Our aim is to provide a comprehensive, friendly and professional service.

We are located on the main road through Yatton Keynell, next to the school. The surgery is a single storey building with wheelchair access and we have a car park which is situated at the front of the surgery.

Registering at the surgery



We welcome new patients who live within our surgery area (a map of our area can be found on our surgery website). Our surgery covers Yatton Keynell and the surrounding villages. We do not register patients living in or moving into Chippenham or Corsham.

You can register by visiting reception and completing a new patient registration form along with a health questionnaire. These 2 forms are also available to download from our practice website. You do not need proof of address or immigration status, ID or an NHS number to register with us, although these can aid the registration process.

Surgery opening times



The surgery is open during the following times:

	Morning	Afternoon
Mondays	08:30 – 13:00	14:00 – 18:00
Tuesdays	08:30 – 13:00	14:00 – 18:00
Wednesdays	08:30 – 13:00	14:00 – 18:00
Thursdays	08:30 – 13:00	<i>CLOSED</i>
Fridays	08:30 – 13:00	14:00 – 18:00
Weekends / Bank Holidays	<i>CLOSED</i>	<i>CLOSED</i>

Location of the surgery



Useful contact numbers & websites



Alcoholics Anonymous	0800 9177650
https://www.alcoholics-anonymous.org.uk/	
BMI Bath Clinic	01225 835555
https://www.bmihealthcare.co.uk/hospitals/bmi-bath-clinic	
Breast Screening	01793 604036
https://www.gwh.nhs.uk/wards-and-services/a-to-z/breast-centre/	
Bristol Royal Infirmary	0117 923 0000
Carers Support Wiltshire	0800 181 4118
https://carersupportwiltshire.co.uk/	
ChildLine	0800 1111
https://www.childline.org.uk/	
Chippenham Community Hospital	01249 447100
https://www.nhs.uk/Services/hospitals/MapsAndDirections/DefaultView.aspx?id=1337	
Citizens Advice Bureau	03444 111 444
https://www.citizensadvice.org.uk/	
Cruse Bereavement Care	0808 808 1677
https://www.cruse.org.uk/	
Frank Drugs Helpline	0300 123 6600
https://www.nhs.uk/live-well/healthy-body/drug-addiction-getting-help/	
Great Western Hospital (Swindon)	01793 604020
https://www.gwh.nhs.uk/	
NHS 111	111
https://111.nhs.uk/	
Patient Access (Online Patient Services)	
https://www.patientaccess.com/	
Police (Wiltshire)	101 (non-emergency)
https://www.wiltshire.police.uk/	
Pregnancy (BPAS)	03457 30 40 30
https://www.bpas.org/	
Taxi Ezy's (Chippenham)	01249 650 088
https://www.ezystaxischippenham.co.uk/	
Village Link (Transport)	07590 720836
http://www.village-link.org.uk/	

The Doctors

Dr Sanjeev Popli (Partner)		
	Morning	Afternoon
Monday	09:30 – 12:00	15:00 – 17:30
Tuesday	n/a	n/a
Wednesday	09:30 – 12:00	15:00 – 17:30
Thursday	09:30 – 12:00*	n/a
Friday	09:30 – 12:00*	15:00 – 17:30*

*Dr Popli works alternate Thursdays/Fridays

Dr Charlotte Barton		
	Morning	Afternoon
Monday	09:00 – 11:30	15:00 – 17:00
Tuesday	n/a	n/a
Wednesday	n/a	n/a
Thursday	09:00 – 11:30	n/a
Friday	09:00 – 11:30	n/a

Dr Catherine Napper		
	Morning	Afternoon
Monday	n/a	n/a
Tuesday	09:00 – 11:30	15:00 – 17:00
Wednesday	09:00 – 11:30	15:00 – 17:00
Thursday	09:00 – 11:30*	n/a
Friday	09:00 – 11:30*	15:00 – 17:00*

*Dr Napper works alternate Thursdays/Fridays

Dr Katie Binns		
	Morning	Afternoon
Monday	09:00 – 11:30	15:00 – 17:00
Tuesday	09:00 – 11:30	15:00 – 17:00
Wednesday	09:00 – 11:30	14:00 – 16:00
Thursday	n/a	n/a
Friday	n/a	n/a



GP Appointments



Patients will be offered a telephone consultation with one of our GPs in the first instance, unless the problem you have requires a face-to-face examination. Our GPs have been seeing patients face-to-face throughout the pandemic and continue to do so. The GPs will arrange a face-to-face appointment whenever a physical examination is indicated, which is often on the same day when possible.

Please telephone reception to make an appointment. Alternatively, GP appointments can be booked via your Online Services app or website (*i.e. the NHS App or Patient Access – both require registration – further details can be found in this booklet*).

Requesting a home visit



If possible, please try to telephone reception before 10:00 if you require a home visit.

You may only request a home visit if you are housebound or are too ill to visit the surgery. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.

You can be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby.

Emergencies when we are closed (at night and during the weekend)

Call 999 in an emergency.

Chest pains, shortness of breath, acute onset of facial or one sided weakness are examples of symptoms that would constitute an emergency.



When we are closed overnight and at weekends, you should call 111 for advice and to arrange an out of hours GP consultation if appropriate.



Generally, urgent out of hours matters are dealt with by Wiltshire Medical Services and Medvivo.

Please call 111 or follow the instructions on the answering message of the main surgery telephone number.

You may be asked to attend the Primary Care Centre located at Chippenham Hospital.

Nursing Team



Our practice nursing team includes **Sister Vicky Hyde, Sister Anna Woodward and Sister Monique Zwartouw**. Between them, they can help with all sorts of health issues including: family planning, cervical smears, travel advice, immunisations, wound care and minor illnesses.

It is helpful, when making an appointment with a nurse, that you provide a reason for the appointment so that you are given an appropriate length of time for your appointment.

Additional Staff

Health Visitors

A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing.

Our extremely experienced and helpful local Health Visitor is Mrs Claire Robinson.

The health visitors run weekly drop-in clinics locally. Please contact their hub on 0300 247 0090 to find out more.

Carers Information and Support



Are you a carer?

If you are, please let us know – we may be able to help you.

There is a wealth of information available on the NHS website (www.nhs.uk) about carers and caring.

We have some links on our practice website (Carers Information page) to information which you may find useful.

Carers Support Wiltshire can be telephoned on **0800 181 4118** and their website is www.carersupportwiltshire.co.uk

NHS Website

www.nhs.uk

To help patients better manage their care online, the NHS have made their website easier to read with an improved design for quick access to a range of services and health information. This can be accessed via a computer or a mobile device.

The website includes information on medical conditions, medicines and treatments, local services (including urgent care, hospitals and dentists), health news and articles and much more.

Comments and complaints



We welcome comments and feedback on the service we provide. We also operate a formal complaints procedure. Details regarding comments and complaints can be found via a separate leaflet available from reception or on our practice website. Feedback can also be left on the [NHS website](http://www.nhs.uk).

Dispensing



We dispense medicines from the surgery to patients living more than one mile from a chemist. Repeat prescriptions can be requested using the following methods:

- (1) Online via the NHS App or a service called Patient Access (registration is required in person for Patient Access - see below for more information)
- (2) Dropping your repeat request slip into the surgery – there is a box at reception

Please allow 48 working hours for all repeat prescription requests.

Online Services ('NHS App' & 'Patient Access')



The [NHS App](#) is a simple and secure way to access a range of NHS services on your smartphone or tablet. The [NHS App Online](#) can be used for those preferring to use a web browser or PC rather than downloading an app.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view parts of your GP medical record and more.

You can create an account without visiting the practice as your identity is checked and verified in the App itself while registering. Some additional features of the app may need to be requested from the practice.

[Patient Access](#) is a similar online system which gives access to most of the online features found in the NHS App (i.e. appointment booking, repeat prescription requesting etc) and can also be accessed from a website in addition to a smartphone app.

To register for Patient Access, please visit the practice and ask reception for a Patient Access registration letter. We will need to see some photographic ID when you register (for example, a driving licence or passport).

Services we offer *(some services require a referral)*



- Asthma monitoring
- Cervical smears
- Child health surveillance
- Child immunisations
- Contraception (including uterine device and implant fitting)
- Counselling
- Diabetes monitoring
- Elderly health checks
- Emergency contraception
- Maternity services
- Minor surgery
- NHS Health Checks
- Pre-pregnancy advice
- Psychology
- Specialist Physiotherapy assessments (referral to a 'First Contact Physio' for assessment)

Non-NHS/Private services

Patients often ask doctors to write letters, complete and sign medical forms or supply medical information to third parties. This work is not covered by the NHS contract and is classed as private work. This work is completed in the doctor's own time. Doctors are entitled to charge for providing this service.

A fee may be charged for the following services:-

- Medicals for insurance
- Employment or Sports medicals
- PSV/HGV examinations
- Insurance forms, reports, or questionnaires
- Travel immunisations
- Other non-NHS services such as letter requests

Travel Vaccinations



If you are planning any foreign travel and think you may require vaccinations, or if you are not sure if any vaccinations will be required, our practice nurses can advise you.

In the first instance, there is a [Travel Questionnaire](#) which can be completed on our practice website. It would be helpful to complete one of these questionnaires as soon as possible ahead of any planned travel and to indicate which countries you will be visiting.

Once completed, this form is automatically sent to the practice. Our nurses will look at the details of where you are travelling and contact you about any required vaccinations or advice.

It is important to contact us as early as possible and at least 6 weeks before you travel, as multiple appointments may be required with the practice nurse to receive a course of vaccinations. Your final vaccinations will need to be given at least 2 weeks before you travel, to allow them to do their job.

Vaccines may also have to be ordered if they are not stock items.

Some travel vaccines are ordered on a private prescription, and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.