

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 recreation field. 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. If possible, please provide some photographic ID and proof of address when registering.

The surgery asks all newly registering patients to complete a health questionnaire and you will be offered a consultation with our practice nurse.

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	CLOSED
Fridays	08:30 – 13:00	14:00 – 18:00
Weekends	CLOSED	CLOSED

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	Evening
Monday	09:00 – 11:30	15:30 – 18:00	18:30 – 19:30*
Tuesday	09:45 – 11:30	15:30 – 18:00	
Wednesday	08:30 – 11:30	15:30 – 18:00	18:30 – 20:00
Thursday	n/a	n/a	
Friday	08:30 – 11:00	15:00 – 17:30	

*These times are subject to change

Evening appointments are for routine pre-booked only

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 Patrick Avery		
	Morning	Afternoon
Monday	09:00 – 11:30	15:00 – 17:00
Tuesday	n/a	n/a
Wednesday	n/a	n/a
Thursday	n/a	n/a
Friday	09:00 – 11:30	15:00 – 17:00

Please telephone reception to book appointments to see our GPs. Alternatively, you can register on the 'NHS App' or for a 'Patient Access' account and book GP appointments online (further details in this booklet).

Telephone advice



Telephone appointments are available for patients unable to attend the surgery. Please telephone reception if this is the case.

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 or if you are newly registered with a GP and have a child under five years.

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 Emmie Gilbert, Sister Vicky Hyde and Sister Anna Woodward**. 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. Some evening appointments are available for patients unable to attend during the day.

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.

Health visitor drop-in clinics are run at the surgery on the first Thursday morning of every month from 10:30am-12pm.

Other times are by appointment only. Please contact via reception or Health Visitors directly on 01249 783927 (voicemail). Alternative clinics are available in Chippenham during the week.

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')



If you're a patient at our practice you can now use the new [NHS App](#), a simple and secure way to access a range of NHS services on your smartphone or tablet.

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 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 the same online features as the NHS App (i.e. appointment booking, repeat prescription requesting etc) but can 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

- 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 classed as private work. This 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
- Sports medicals
- PSV/HGV examinations
- Employment medicals
- Travel immunisations
- Other non-NHS services such as letter requests

Travel Vaccinations

If you require any vaccinations relating to foreign travel you need to make an appointment with one of our practice nurses to discuss your travel arrangements. It would be helpful to know which countries and areas within countries that you are visiting to determine what vaccinations are required.

Information about countries and vaccinations required can be found on the Travel Vaccinations page of our website. You can also complete a Travel Questionnaire to submit to our nurses prior to an appointment.

It is important to make this initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment may be required with the practice nurse to actually receive the vaccinations. Vaccines may have to be ordered if they are not stock items. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.

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.