



The Chaucer Surgery

Patient Information Leaflet

The Chaucer Surgery
School Walk
Nuneaton
Warwickshire
CV11 4UZ

T: 024 7638 3784
www.chaucersurgery.nhs.uk

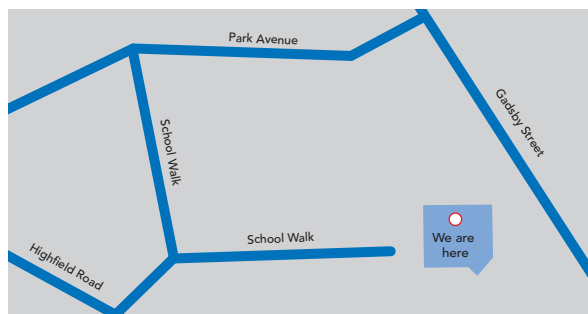
Welcome to The Chaucer Surgery

Our friendly and professional healthcare team is pleased to be able to provide NHS general practice services to patients who register with this surgery. The service is operated by Spirit Health on behalf of NHS Coventry and Warwickshire Clinical Commissioning Group (CCG).

We provide a wide range of services for you from this practice, including:

- Advice and treatment for general health problems
- Minor illness and chronic disease management
- Minor surgery
- A range of vaccinations and immunisations including flu jabs, childhood immunisations
- Women's and men's health services
- Cervical cytology screening (smears)
- Family planning advice, including contraceptives
- Post-natal care
- Dressings and suture removal
- Child health clinic and immunisations
- Health promotion and disease prevention advice, including alcohol, diet and exercise advice, and information about stopping smoking
- Travel vaccinations

Where we are



We are open at the following times:

Monday 8am to 6.30pm

Tuesday 8am to 6.30pm

Wednesday 8am to 6.30pm

Thursday 8am to 6.30pm

Friday 8am to 6.30pm

We do offer some appointments at the surgery outside of these hours which can be pre-booked. Please speak with the reception team to book your appointment. You can also request appointments to be seen in the Extended Access Hub in Nuneaton where appointments are available in the evening or at weekends. If we are closed and you need medical help, please call the NHS Helpline on 111.

Registering with the surgery

Anyone living within the surgery catchment area can register. For details of the exact boundaries, please refer to our website. Patients who wish to register should complete a registration form. When you register with us, we will offer you a basic medical screening appointment and ask you to provide us with some information about you so that we can offer you the best care. We also encourage our patients to download the [NHS App](#) or register with [Patient Access](#). This is a simple and secure way to access a range of NHS services.

How to download the NHS App

The [NHS App](#) is available now on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England.



You can also access NHS App services from the browser on your desktop or laptop computer.

Booking an appointment

To book an appointment, please call us or use [Patient Access](#) which registers you for online services such as booking an appointment, ordering repeat prescriptions and access to your health records.

We arrange a telephone call with a member of the clinical team in the first instance before booking a face to face appointment if required, or home visit if medically needed.

To make sure you see the right person, please mention at the time of booking your appointment:

- If you prefer to speak to or see a specific doctor or nurse
- If you need an interpreting service
- If you require a smear or routine contraception
- If you think you may require an intimate examination

Cancelling appointments

Please let us know as soon as possible if you are unable to make an appointment so that we can give the appointment to someone else. This can be done either by using the NHS App or Patient Access or by contacting the surgery.

Getting test results

If you have had a test at the surgery, results are available if you have registered with the NHS App or have registered for online services. Alternatively, please contact us after 5 working days. Smear test results usually take up to six weeks and you will be notified by letter.

Ordering repeat prescriptions

Please use the [NHS Prescription Ordering Direct \(POD\)](#) service to order your repeat prescriptions. All it takes is a simple phone call that you can make from the comfort of your own home. Your prescription can then be sent electronically to a nominated pharmacy of your choice or collected from your doctor's surgery if preferred. Please call **024 7624 6025** between 8am and 5pm, Monday-Friday.

Please allow 2 working days from us receiving the request before you collect it, or for your pharmacy to get your prescription ready. This is so our medical team can review your medical records and issue your correct prescription. If you would like to change your nominated pharmacy, please email us or send a letter to the practice.

From time to time we require you to speak to the doctor or the nurse for a medication review before a repeat prescription can be issued. This is to ensure that you get the medications that are most appropriate. To check for your medication review date, please refer to your repeat slip.

Getting to know us

Our team consists of general practitioners (GPs) and nurses, alongside a range of community based clinicians (such as pharmacists and physios). All our clinical staff will be registered with a professional body and will have undertaken specific training for their role. A full list of our current staff is available on our website and in reception.

Arranging home visits

We offer home visits when medically required for those people who are housebound or too ill to leave their home. If you are unwell and unable to come to the surgery, please call us and the on-call doctor will make a decision about whether a home visit can be provided.

Accessing and using patient records

We take the security of your personal information very seriously and we will record all the information about your confidentiality on our clinical system. We will only share information about you with your consent (for example when we make a referral to a hospital for you) unless it is required by law, or the information is anonymised. If you would like to know how to see a copy of the information we hold on your records please make a request in writing to the address on the front of this leaflet. Our Privacy Policy is displayed on our website and a Subject Access Request leaflet is also available. Your Summary Care Record (SCR) is an electronic record of important patient information, created from your GP medical records. You can access via the NHS App or Patient Access. This information can be seen and used by authorised healthcare staff when you are away from your GP surgery.

Private services

We are able to provide some non-NHS services for a fee – such as LGV licences or Taxi medicals, insurance examinations etc. Our charges for these services are detailed on our website or available on request.

Our commitment to you

We will always aim to offer you the best care, to respect you and treat you with dignity, and respect your confidentiality. In return, we ask you to treat our staff with respect. Unfortunately, on occasion, physical and verbal aggression towards medical and administrative staff in the NHS does occur. We please ask to not let it happen here. Repeated aggression may result in removal from our practice and being registered with the Special Allocation Scheme.

Need a translator?

If you would like assistance with an interpreting service, please speak to a member of our reception staff when booking an appointment.

Making the practice accessible

The surgery has suitable access for patients with mobility issues or disabilities. Should you require further assistance, please let us know when booking an appointment.

Comments, suggestions and complaints

We sincerely hope that our patients are happy with the care and advice they receive, and we welcome your views and comments. You can tell us about how we are doing by completing our feedback form, either in the surgery or via the website. We are keen to hear from you about what is good and what could be improved. You can speak to us at the surgery or when on a call with a member of our reception or clinical team, and also share feedback via our website or email.

We hope that you will raise any concerns with our staff at the time they occur. If you have any concerns, we want you to raise these as soon as possible, and to make this easy for you. There is a guidance on our website about how to make a complaint or you can email us at chaucer.surgery@nhs.net, or you can contact us at reception, or write to us at the address on the front of this leaflet.

Joining our Patient Participation Group

We would like to know how we can improve our service to you and how you perceive our surgery and staff. To help us with this, we have a patient participation group (PPG) so that you can have your say. Details of the next meeting will be available on our website and displayed in the surgery. Minutes of meetings will be made available on the website. You do not have to be a member to join the PPG. It is usually about 4-6 meetings a year and an opportunity to meet patients / staff and share ideas to improve our services to you!

When the surgery is closed

If you need urgent medical assistance when we are closed, please call 111. In an emergency please call 999.

Non-English speakers and other formats

Please let us know if you require this information in another language, or an alternative format.

Keeping in touch

From time to time, we will contact patients via email or SMS regarding making an appointment, a health check, or medication review as well as notify you about practice information such as opening times.

This service is commissioned by NHS Coventry and Warwickshire CCG, Westgate House, Market Street, Warwick CV34 4DE.

The Chaucer Surgery is provided by Spirit Health.

Spirit Health is a trading name of Spirit Healthcare Ltd, registered in England and Wales.
Registered address: Spirit House, Saffron Way, Leicester LE2 6UP. Registration number: 06259954.

Item number: CLI3769APR21
Date of preparation: 01.04.21