

Price's Mill Surgery

Patient Leaflet



Price's Mill Surgery

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www.pricemill.co.uk

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Welcome to Price's Mill Surgery

Our friendly and welcoming team strives to provide excellent healthcare to our local community. We provide care to about 9,000 patients in the Nailsworth area. The practice provides a full range of general medicine, maternity, contraceptive and children's services.

Our vision is to maintain traditional values whilst endeavouring to improve the services we provide and to work together as a team supporting, developing and valuing each other.

Opening Times

We are open every weekday except Bank Holidays.

Monday — 08:00-18:30

Tuesday — 08:00-18:30

Wednesday — 08:00-18:30

Thursday — 08:00-18:30

Friday — 08:00-18:30

Saturday — 09:00-12:30 (1st and 3rd Saturdays of the month)

Sunday — closed

Telephone lines open at 8am each morning.

Evening appointments are available each weekday on specific request.



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

When we are closed

When Price's Mill Surgery is closed you can access medical advice by contacting the Out of Hours Urgent Service by telephoning 111.

The Out of Hours Service deals with urgent medical problems when the surgery is closed. An urgent problem is one that cannot wait until the surgery reopens. The Out of Hours Urgent Service should not be used for test results, routine matters or prescription requests. **In a medical emergency, call 999.**

Clinics and Services

We hold a range of different clinics and services

Ante-natal and Post-natal Appointments

Cervical Screening Appointments

Contraception & Sexual Health

Warfarin (INR) Clinics

Diabetes Clinics

Respiratory Clinics (asthma & COPD)

Hypertension Clinics

Child Immunisation Clinics & Child Health Clinics

Smoking Cessation



Nursing Team

We have a team of practice nurses who deliver a wide range of specialist services and run some of the clinics mentioned above. The Practice Nursing Team are based on the first floor.

Lead Practice Nurse—Lorna Drysdale

Practice Nurses—Karen Brown, Sharon McElroy & Julia Woods

Healthcare Assistant—Kathryn Portbury & Pam Constance

Phlebotomist—Helen Goode

How to book an appointment

- **Routine appointments** — these can be booked up to six weeks in advance with the doctor of your choice.
- **Urgent appointments** — these can be booked on the same day for urgent medical problems, or from 6pm the previous evening.
- **Telephone appointments** — if you want advice but don't need to see the doctor in person you can arrange for a phone call from the doctor of your choice. This can be the same day or can be booked in advance. Phone calls are normally after morning surgery (generally after midday).

Online Access



We offer online access to all out patients. You are able to book and cancel appointments, order prescriptions, view your medical records and more. Speak to a receptionist for more details.

How to order prescriptions

You may obtain authorised repeats by any of the following methods:



- Using our on-line ordering facility - please see Reception to sign up to on-line services
- handing in a list of the repeats needed to Reception
- faxing it through on 01453 833833
- write in with a stamped addressed envelope, and the prescription will be sent back to you
- Many chemists operate a prescription collection service. Please ask your pharmacy if they offer this service.

Due to safety issues, **we do not accept telephone requests for repeat prescriptions unless you are housebound.** It takes up to 2 working days for us to process a prescription request, so **please ensure that you order your repeat prescriptions in good time.**

If you would like your prescription sent directly to the chemist you may opt for this to be done electronically. If you wish a friend/family member to collect prescriptions for you from us, you will need to complete a permission slip for our records.

Community Staff

- **Community Midwives** — The midwives are based at Stroud Maternity Hospital but hold a weekly clinic at the surgery. They are involved in all aspects of maternity care. They can be contacted on 0300 421 8018.
- **Community Nurses** — The District Nursing team are based at the surgery. They offer nursing services to patients unable to come to the surgery and can be contacted on 01453 834893.
- **Health Visitors** — The Health Visitors are also based here at the surgery. Health visitors work predominantly with expectant mothers, young families and children with additional needs. The health visitors can be contacted by leaving a message on their answering machine on 01453 836868.

And finally.....

Welcome to Price's Mill Surgery! We welcome all feedback so please do not hesitate to get in touch — admin.pms@nhs.net

For lots more information about the surgery, including latest news and seasonal updates, please visit www.pricemill.co.uk