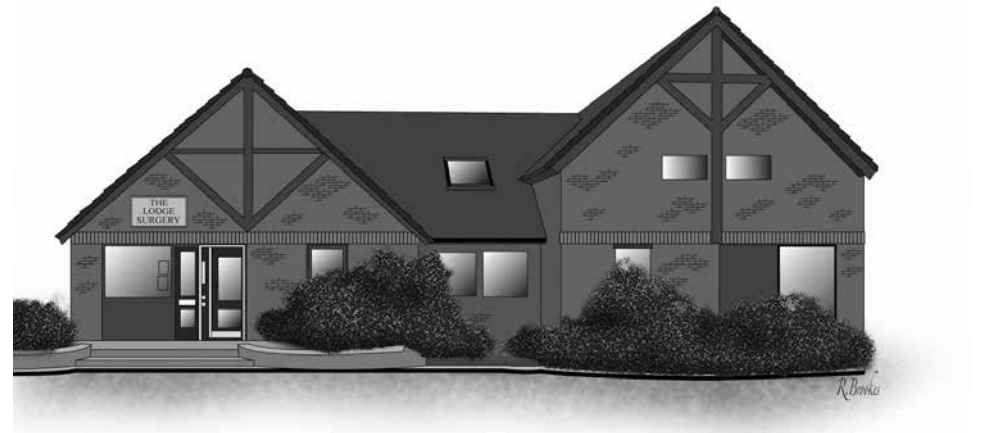


Drs O'Driscoll, Munnely and Heath

The Lodge Surgery



Lodge Road, Chippenham, Wiltshire SN15 3SY

Tel: 01249 479809

Email: enquiries.lodgesurgery@nhs.net

www.thelodgesurgery.co.uk

Visit our website or download the SystmOnline App from your mobile device to book, cancel appointments and order repeat prescriptions 24 hours a day.

Welcome to Lodge Surgery

The Health Team

The partners at Lodge Surgery are:

Dr Darragh O'Driscoll	MB BCh MRCGP DRCOG DFFP	(1994 Cork, Ireland)
Dr Sonia Munnelly	MA MBBS MRCGP DRCOG	(1994 London)
Dr Tom Heath	MBChB BSc MSc	(2010 Warwick)

Also working in the practice is:

Dr Christine Gibson	MBChB MRCGP Dip Derm DFFP	(1995 Birmingham)
Dr Julia Vyas	MBBS MRCGP	(2018 Eberhard Karls University, Germany)
Dr Martine Morgan	MBChB MRCGP	(2005 Sheffield)
Dr Philippa Harris	BMedSci BMBS DTMH MRCP MRCGP DipHIV	(2003 Nottingham)

Practice Staff

Mark Little	Practice Manager
Sue Vickers	Assistant Practice Manager
Wendy Mant	Advanced Nurse Practitioner/Nurse Manager

Surgery Opening Times

Reception is open Monday to Friday 8.30am - 6.30pm

Telephone lines are open Monday to Friday 8.00am - 6.30pm.

Outside of these core times, please call the out-of-hours number **NHS 111**.

For routine pre-booked appointments we also have:

Extended hours on Saturday 8.00 - 11.00am once a month.

We also offer extended hours telephone consultations on Monday, Tuesday, Wednesday and Thursday evenings from 6.30-7.00pm.

These appointments are set up on a rota basis with our doctors.

How To Register

To register as a patient ask at reception for details. Newly registered patients are entitled to a health check. Please book an appointment with a healthcare assistant.

Doctors' Surgery Times (these times may vary)

Dr O'Driscoll: Mon am, Tues am/pm, Wed am, Thurs am, Fri am/pm

Dr Munnelly: Mon am/pm, Tues am/pm, Weds am/pm, Thurs am

Dr Heath: Mon am/pm, Wed am/pm, Thurs pm, Fri am/pm

Dr Gibson: Wed am/pm, Thurs am/pm

Dr Vyas: Mon am/pm, Thurs am/pm

Dr Morgan: Mon am/pm, Tues am, Weds am/pm, Fri am

Dr Harris: Tues am/pm, Thurs am/pm



chippenham natural therapy centre

Health, Beauty & Relaxation

- Acupuncture
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- Reiki
- CBT/NLP
- Facials
- Environ Facials
- Manicures/Pedicures
- CND Shellac
- Waxing (Men & Women)
- Eyelash/Eyebrow Tinting
- Electrolysis
- Red Vein Removal
- Skin Tag/Milia Removal
- Indian Head Massage
- Swedish Massage
- Hot Stone Massage
- Dermal Fillers

Above Lodge Surgery, Lodge Road, Chippenham

Tel: 01249 443390

www.thechippenhamtherapycentre.com

Where Beauty Complements Therapy

The Chippenham Natural Therapy Centre, situated above Lodge Surgery, has a comfortable reception area serving three treatment rooms.

“We have a friendly, welcoming atmosphere,” said Mark Little, who manages the Centre. “We pride ourselves on the level of expertise and personal service offered to all our clients. Trained staff are always on hand to help and advise while the therapists are also happy to offer a free initial chat.

The extensive range of treatments is available to men as well as women and includes facial reflexology as well as traditional foot reflexology, acupuncture and homeopathy. There are also the very popular McTimoney chiropractic, physiotherapy and chiropody clinics along with counselling and psychotherapy services. Hypnotherapy is available in combination with Cognitive Behaviour Therapy and Neuro-Linguistic Programming to offer a very personalised treatment.

The Centre also offers a full range of beauty treatments including facials, tinting and waxing, manicures and pedicures (both Shellac and traditional), electrolysis and a choice of massage treatments. Non-surgical cosmetic treatments including dermal fillers are available as well as removal of red veins, milia and skin tags.

Aside from the personal service, the Centre offers a calm, tranquil atmosphere in which to relax and de-stress offering a complete package of health, beauty and relaxation under one roof expertly delivered by a fully qualified professional team. Gift vouchers are available for any treatment.

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One of the Family!

The keeping of pets and caring for animals has been shown to have a beneficial effect on people and as a result, pet owners can live healthier and longer lives. It follows therefore that whilst you and your family are registered with this surgery, your pet should be registered with a local Veterinary Surgeon. Just like you, your pet needs a regular check-up, and, like children, need regular injections for the prevention of various diseases.

Your local Vet can offer your pet a wide range of services including dental care and dietary requirements. Some Vets also provide a wide and varied range of complementary therapies and will even assist in choosing a pet.


There can be no more worrying time than when your pet goes missing from home, so many vets now offer a 'chipping service'. So if your pet is lost, Veterinary practices, police and pet rescue centres can scan over the lost pet, contact the central computer and re-unite you with your pet.

So do your pet a favour: contact your local Vet and find out more about the services they offer.

Advertising Feature

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Out-Of-Hours Services - NHS 111

On weekdays between the hours of 6.30pm and 8.00am, and all day and night at weekends and on bank holidays, services are commissioned by the NHS 111 service.

This service has been introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When to use it?

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.

Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care.

Minor Injuries Unit at Chippenham Hospital

This unit is staffed to treat people with minor injuries, such as cuts, bruises, sprains and simple fractures - not those with medical problems or very serious injuries that need the specialist attention provided by acute hospitals such as the Royal United Hospital in Bath. Anyone with a medical problem should not normally be attending a minor injuries unit; they should ring the out-of-hours service.

Services Available Under The NHS Contract

- * General management of medical conditions - acute problems and chronic illness
- * Health promotion advice
- * Emergency care if appropriate
- * Referral for other services, if appropriate
- * Urgently required care for temporary patients

Additional Services

- * Cervical screening
- * Vaccinations and immunisations
- * Maternity services
- * Contraceptive services including IUCD fittings
- * Child health surveillance
- * Minor surgery procedures

Enhanced Services

* Anticoagulation service

Practice Nurse And Health Care Assistant Services

* Chronic disease monitoring, including diabetes, hypertension, asthma and COPD

* Blood pressure checks

* Dietary and weight reduction advice

* Well woman/man checks

* Smoking cessation

* Flu vaccinations

* Travel health advice including vaccinations

* Children's immunisations

* Dressings

* Ear care

* Family planning and sexual health

Care Coordinator

Sarah Davey

Sarah provides a valuable bridge between the doctors, Social care and the Voluntary sector. She is able to spend time with patients and carers at their homes and directs them to the services that will best be able to meet their needs.

Primary Care Networks

We have joined with Box, Porch, Rowden and Hathaway surgeries to form a PCN which will help to deliver a greater variety of healthcare services to our wider patient group. Together we have employed:

First Contact Physiotherapists

We offer telephone calls and appointments with a physiotherapist every day however; as the physiotherapist works from a different practice each day you may need to attend one of the other surgeries for your appointment.

Mental Health Practitioner

On a similar basis our mental health nurse is available five days per week throughout the five practices belonging to the PCN.

Please ring your usual surgery in the morning if you feel you would like to use either of these services and our receptionists will arrange this for you.

We also have counsellors attending the surgery on a regular basis from IAPT and Relate for Young People.

District Nurses

We have a team of attached district nurses caring for those who cannot attend the surgery. If you need to contact a district nurse, please ring the surgery and a receptionist can contact the nurse for you.

Antenatal Clinics

All doctors provide full maternity services, including pre-conception advice.

Postnatal Care

For the first 10 days or longer if necessary, the midwives will visit you. After 10 days one of the health visitors will be in contact with you and will arrange to visit. The postnatal examination is usually carried out at six weeks after the birth along with a check-up for the baby. Please make an appointment for this in the postnatal clinic.

Attached midwives: 01249 456434

Health visitors: 01249 446155

Childhood Immunisations

All these are done at our weekly immunisation clinic. We believe that all the immunisations offered are safe and give good protection to children. We hope that all parents will allow their children to benefit from the immunisation programme. If any parent has a concern about immunisations they should discuss this with a doctor, health visitor or the nurse manager.

Named GP for every patient

All patients (including children) are assigned a named accountable GP.

The named GP will take the lead responsibility for the coordination of all appropriate services required and ensure they are delivered to each of their patients however, you will still be able to see any GP of your choice at the practice.

You can contact the practice if you wish to know who your named GP is.

If you have a preference for your named GP please let us know and we will make every effort to accommodate this request.

Attendance At Surgeries

Patients should telephone for an appointment to be seen at the surgery during normal opening hours.

Appointments can also be made on-line via our website www.thelodgesurgery.co.uk. Please enquire at reception for details on how to register for this service.

Urgent, On-The-Day Care

Our Duty Team, consisting of a doctor and our Advanced Nurse Practitioner, manage our urgent care every morning. To access this urgent, on-the-day service patients are required to ring the surgery between 8.00 and 12.00pm each morning.

The duty team decide on the most appropriate course of action. This may be advice over the telephone, a clinic appointment for that day, an appointment in a specialist clinic or a routine appointment.

Telephone Calls And Email Enquiries

If you need to speak to a doctor regarding a non-urgent or routine matter, please ring the surgery to request a phone call. You will be asked to provide some details; the receptionist will inform you when you can expect a call back, or they may ask you to ring back on another day.

You may also email your routine enquiry which will then be forwarded to the GP. Email us at enquiries.lodgesurgery@nhs.net. Please note this service is not suitable for urgent problems.

Home Visits

Patients are generally seen at the surgery, but between the hours of 8.30am and 6.30pm patients may be seen at home if the doctor considers a home visit necessary because of the patient's medical condition. Please call the surgery as soon as possible if you believe a home visit to be necessary.

Repeat Prescriptions

Repeat prescriptions can be requested in four ways:

- Online via our website www.thelodgesurgery.co.uk
- Download the SystemOnline App to your mobile device
- By email to enquiries.lodgesurgery@nhs.net
- By repeat medication slip at reception

The surgery cannot deal with medication requests over the telephone. This policy is adhered to in order to minimise errors in prescribing. Please allow 72 hours for processing. If you require prescriptions to be sent to your home, please provide a stamped addressed envelope. We also operate a collections service with local chemists. Ask at reception for more details.

Complaints

Things occasionally go wrong; when they do we need to know to ensure we can put the situation right. This practice follows the NHS complaints procedure when dealing with complaints. A copy of how to complain is available in either waiting room. You may also comment on our service directly to the practice manager, who will follow up any concerns appropriately.

If you feel your issue is still unresolved, please contact the NHS Commissioning Board (also known as NHS England) at: england.contactus@nhs.net or by telephone on 0300 311 2233.

Patient Rights And Responsibilities

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

Violent Patients - Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it. NHS England is then responsible for providing further medical care for such patients.

Online Services

Our System Online section on the website allows you to book/cancel appointments, order prescriptions and access your coded medical records. To sign up to System Online, please contact reception for more information. Please bring some photo ID to reception for them to register you online.

Data Sharing

Your GP electronic patient record is held securely and confidentially on an electronic system managed by your registered GP practice called SystemOne. If you require attention from a health professional such as an Emergency Department, Minor Injury Unit or Out Of Hours service, the professionals treating you will be better able to give you safe and effective care if relevant information from your GP record is available to them.

We have a practice policy to share in and share out all patients medical records within SystemOne with care organisations with which you are registered and receiving care.

Under the GDPR and DPA 2018, all organisations that process personal data must have in place a legal basis to process this data and an additional legal basis to process special category data (including data concerning health).

Our Data Protection Officer has advised us to use:

- Article 6 (1) (e) '...necessary for the performance of a task carried out in the public interest or in the exercise of official duty...' as an appropriate legal basis for personal data
- Article 9 (2) (h) '...medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems...' as an appropriate legal basis for special category data.

We have established a safe no verify list of organisations within Wiltshire with whom we will share your information without requiring a code from the patient. All other healthcare organisations will need to seek permission from the patient to receive an SMS / Email code from the patient before the surgery will allow them access to medical records.

Your permission will be asked before the information is accessed, other than in exceptional circumstances (e.g. emergencies) if the healthcare professional is unable to ask you and this is deemed to be in your best interests (which will then be logged).

Summary Care Record (SCRAI)

NHS England uses a national electronic record called the Summary Care Record with additional information (SCRAI) to support patient care. It contains key information from your GP record. Your SCRAI provides authorised healthcare staff with faster, secure access to essential information about you in an emergency or when you need unplanned care, where such information would otherwise be unavailable.

Summary Care Records are there to improve the safety and quality of your care. An SCR with additional information includes allergies, reactions, medications and the reason for medication, vaccinations, significant diagnoses / problems, significant procedures, anticipatory care information and end of life care information.

Please be aware that if you choose to opt-out of SCRAI, NHS healthcare staff caring for you outside of this surgery may not be aware of your current medications, allergies you suffer from and any bad reactions to medicines you have had, in order to treat you safely in an emergency. Your records will stay as they are now with information being shared by letter, email or phone. If you wish to opt-out of having an SCRAI please return a completed opt-out form to the practice.

Sharing information with organisations beyond your personal care

Your right to withdraw consent for us to share your personal information (Opt-Out)

If you do not want your information to be used for any purpose beyond providing your care you can choose to opt-out.

There are two main types of opt-out:

Type 1 Opt-Out

If you do not want information that identifies you to be shared outside the practice, for purposes beyond your direct care, you can register a 'Type 1 Opt-Out'. This prevents your confidential personal information from being used other than in particular circumstances required by law, such as a public health emergency like an outbreak of a pandemic disease.

Type 2 Opt-Out

NHS Digital collects information from a range of places where people receive care, such as hospitals and community services. If you do not want your personal confidential information to be shared outside of NHS Digital, for purposes other than for your direct care, you can register a 'Type 2 Opt-Out'.

For further information about **Type 2 Opt-Outs**, please contact NHS Digital Contact Centre at enquiries@hscic.gov.uk referencing 'Type 2 Opt-Outs – Data Requests' in the subject line; or call: **NHS Digital on (0300) 303 5678**; or visit the website: <http://content.digital.nhs.uk/article/7092/Information-on-type-2-opt-outs>

Electronic Patient Record Access

Lodge Surgery offers all of the requirements under the GP contract relating to IT developments and has worked closely with our clinical system suppliers to allow patients access to the detailed information from their medical record.

Patient access to the detailed information from medical records has been available since February 2016 by application. Patients will need to have an online account set up to access this information. Patients will also need to complete an application form. Patient information leaflets and application forms are available from reception or from your on line account.

Please note that patients can currently request their summary record or detailed coded record. Applications may take up to 21 days to process.

Are You A Carer?

Do you provide regular substantial support to someone? The Lodge Surgery holds a Carers Register to enable us to prioritise your healthcare, forms are available at reception. For more information regarding support services available, please contact Carers Support Wiltshire on 0800 181 4118 or www.carersinwiltshire.co.uk

In Time Of Bereavement

When death occurs in home:

1. Telephone the doctor; he/she will visit to confirm that death has taken place.
2. If death is unexpected the local police may need to be informed.
3. Contact the funeral director.

When death occurs in hospital:

1. Contact the funeral director to inform him that his services will be required.
2. Collect the doctor's death certificate from the hospital.
3. You will need to make an appointment with the registrar for the area in which the death took place and you must take the deceased's death certificate, medical card and birth certificate, if available, to this appointment.
4. Take the green form to the funeral director who will take over complete responsibility for organising the funeral.

Travel Advice And Vaccinations

We are able to offer travel advice and all vaccinations with the exception of Yellow Fever. As different countries have ever-changing requirements and recommendations, we advise that you make an appointment as early as possible to plan the vaccination programme you need. This appointment should be made with one of our nurses who keep up to date with requirements. We must have at least four weeks' notice prior to your travel date; otherwise you will need to organise to have these carried out at a travel clinic.

Children And Babies

Pushchairs may be left in the front porch; however, the surgery takes no responsibility for property left in the surgery. If baby changing facilities are required please ask at reception. Children visiting the surgery are welcome to play with the toys provided but parents are asked to supervise them at all times and return the toys to the appropriate areas before leaving the surgery.

Disabled Visitors

We aim to ensure staff are aware of the needs of our disabled patients. All areas of the practice are accessible by wheelchair and there are disabled toilets through the left-hand waiting room, and a disabled parking space at the front of the building.

Useful Phone Numbers

Chippenham Community Hospital	01249 447100
Royal United Hospital - Bath.....	01225 428331
Pharmacies:	
Well Pharmacy - Pewsham	01249 660323
Boots.....	01249 652087
Morrisons.....	01249 464241
Lloyds - Hathaway	01249 449142
Lloyds - Rowden	01249 446715
Lloyds - Sainsbury's	01249 651724
Dental Access Centre	01249 456633
Chippenham Link Transport	01249 461881
Wednesday Evening Clinic (Sexual Health)	01249 456502

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Map Of Our Practice Area

