



**Millstream Medical Centre, Avon Approach,
Salisbury, SP1 3SL**

**Salisbury Plain Health Centre, Larkhill Medical Centre,
Willoughby Road, Larkhill, SP4 8QY**

www.sarumhealthgroup.nhs.uk

Opening Hours

	MMC	SPHC
Monday:	08:00-20:00	08:00-18:30
Tuesday	08:00-20:00	08:00-18:30
Wednesday:	08:00-20:00	08:00-18:30
Thursday:	08:00-20:00	08:00-18:30
Friday:	08:00-18:30	08:00-18:30

We ensure everyone has easier and more convenient access to GP services, including appointments at evenings and weekends. We are working with a variety of health care providers in several locations, all registered with CQC to provide GP services, to achieve this.

Importantly, please read our privacy policy, available on our website or at reception. It contains important information about how we use the personal and healthcare information we collect on your behalf.

Salisbury Walk in Centre is co-located within Sarum Health Group, Millstream Medical Centre and is open:

Monday:	18:30-22:00
Tuesday	18:30-22:00
Wednesday:	18:30-22:00
Thursday:	18:30-22:00
Friday:	18:30-22:00
Weekends:	08:00-20:00
Bank holidays:	08:00-20:00

Telephone: 01722 322726
Email: sarum.healthgroup@nhs.net

About Us

Hello, welcome to Sarum Health Group. If you are considering joining us, the following information outlines our approach to what we do and how we do it.

We offer all the service you would expect from a regular GP Practice and more! All we ask is that you register and use our online and SMS services to:

ONLINE SERVICES

- Book appointments
- Obtain text results
- Order your medication
- Access local health and care information

TEXT MESSAGING

- Confirm and cancel appointments
- Obtain test results and next steps
- Receive reminders about reviews
- Signpost

You can also contact us by telephone or pop in to reception. However, it's our job to help you and your family receive the right healthcare at the right time. To do this, we need to work together as a team. It's for this reason we need you to support us by taking steps which make the best use of the time and resources available to us all, in the most advantageous way.

OUR TOP 5 CHECK-LIST

- ✓ Keeping your details up-to-date, **so we can contact you quickly.**
- ✓ Signing up for text messaging to receive a timely response to what you need to know, when you need to know it. Answers to questions, medication ready for collection, changes to appointments and more. **We are all busy people; save time, keep in touch.**
- ✓ Booking appointments, ordering medication and checking your results on-line, it's easy to do and you can also book appointments this way too. **Experience the benefits by giving it a try.**
- ✓ Referring to our website for information such as opening times, minor ailments and tips on what to do next. **It's convenient and easy to use.**
- ✓ Cancelling your appointment **by text or online** when you no longer need it

It's also important to:

- ✓ Tell us what's important to you, such as whether you are a carer or have special needs, e.g. hearing loss.
- ✓ When booking your appointment, responding to questions receptionists are authorised to ask on behalf of clinicians. This is not done to be intrusive but to help ensure you are given access to the most appropriate clinician as quickly as possible.
- ✓ Avoiding the need to queue by using self check-in screens (which also enables us to assist those who need to speak to a receptionist more quickly).
- ✓ Giving us 48 hours (2 working days) notice when ordering your medication (we issue 28 days medication at a time in line with Wiltshire's prescribing policy).

By working together in this way, we can make a real difference to supporting you to get WHAT you need, WHEN you need it

Please also bear in mind:

- We are unable to answer questions, or provide information, about other patients unless we have their permission in writing to do so beforehand.

Last but by no means least, we love to communicate!

- If there's anything you are not sure about, please don't hesitate to ask.
- Further information about the way we operate can be found in the full version of our Patient Leaflet that's available on-line and in printed format.

The Team

Doctors

Patients are free to choose the doctor they wish to see and every reasonable effort will be made to achieve this, whenever feasible. Our GP's are:

- **Dr Jaya Jilumudi** (*GP Partner*)
- **Dr Chet Sheth** (*GP Partner*)
- **Dr Olaolu Ajidahun** (*Salaried GP*)
- **Dr Charlotte Holdsworth** (*Salaried GP*)
- **Dr Oksana Hayes** (*Salaried GP*)

Nurse Practitioners Pharmacist, Paramedic and Physio.

Nurse Practitioners are advanced nurses who undertake extensive additional training to diagnose and treat many common ailments. They can also prescribe. Our team comprises:

- **Julia Hackforth** (*Nurse Practitioner Lead*)
- **Victoria Wilde** (*Nurse Practitioner*)
- **Mark Adamson** (*Nurse Practitioner*)
- **Amanda Butterworth** (*Home Visit Team*)
- **Lisa Maslen** (*Nurse Practitioner*)

Allied Healthcare Professionals, including Pharmacist, Paramedic and Physio

- **Matthew Burnett** (*Pharmacist*)
- **Mavis Effah-Yeboah** (*Pharmacist*)
- **Sophie Waight** (*Paramedic and Home Visit Team*)
- **Sarah Leddingham** (*Physio*)
- **Mr James Hart** (*Specialist Mental Health Nurse*)
- **Penny Gambon** (*Mental Health Wellbeing Supporter*)
- **Nichola Stylianou** (*Mental Health Wellbeing Supporter*)

Nurses & Health Care Assistants

There is a nurse available every day to help you with any problems not requiring a doctor. Our nursing team is available by appointment only and comprises:

- **Lauren Jones** (*Practice Nurse*)
- **Rainier Baluyot** (*Practice Nurse*)
- **Eleanor Noden** (*Practice Nurse*)
- **Kristina Molnorava** (*Health Care Assistant*)
- **Danielle Haugaard** (*Health Care Assistant*)
- **George Ridgers** (*Health Care Assistant*)

Management team

Anna Morton has overall responsibility for the running of the Practice and would be pleased to hear your views and suggestions regarding the services we offer.

Anna is assisted in her role by our Group Manager (Debbie Read) and Reception/Dispensing Lead (Sally Whittington), Administration Lead (Jessica Riva) and IT and Facilities Lead (Stuart Webb).

Support team

Emma, Carol, Gayle, Val, Chloe, Carrie, Clare, Gemma, Penn, Isabell, Jayne, Crina, Fiona, are here to help you. They answer the telephones; make appointments, deal with enquiries, process prescription requests and undertake various administration tasks including appointment maintenance, stock control, processing referrals, correspondence and requests for medical reports. They work to guidelines which have been agreed by the doctors and are not in a position to offer medical advice.

Suggestions, Comments and Complaints

Your opinion matters and it's for this reason we encourage frank and open discussion and feedback regarding just about everything we do. We're keen for patients to let us know what you think, whether it's positive or negative and also to make some suggestions. We take time to listen and understand so the way we see it, it's by working in partnership that we can achieve the most advantageous outcomes for everyone involved.

There are many ways we go about this, but most importantly the choice is yours. Here's some of the ways you can contact us and become involved. We've also listed the principal means of communication from ourselves, available to patients on an ongoing basis. Communication is a two-way process, so please get in touch whatever your reason.

Who to contact about what

Please continue to visit our website. You can also contact us via letter, e-mail or phone.

Our Patient Information Leaflet provides a further source of information about us and the services we provide.

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We accept that sometimes you may feel a need to complain. If this is the case, You might also find it helpful to speak to our Group Manager first, Debbie Read.

Debbie's role is to listen and help resolve issues and misunderstandings which may arise. She has day-to-day knowledge of situations which can occur in the life of a busy Practice and how we can best help put things right. You can contact Debbie via Reception. She will contact you at the earliest possible opportunity to arrange a convenient time to talk.

You may however prefer to write to us. If so, please address your letter to the Group Manager, Debbie Read. We will acknowledge your concerns within 3 working days and will undertake a thorough investigation in order to response fully to the issues.

You can also contact the Parliamentary Ombudsman for more information on how to complain about the care you have received from NHS Services by visiting www.ombudsman.org.uk/making-complaint.

Everyone's Opinion Matters

Sarum Health Group Annual Patient Meeting

This will take place in November. Everyone is welcome to attend and it's an ideal opportunity for us all to share news and views on topics which matter to us the most. Copies of the minutes are made available to all practice members after the meeting, online and in printed format, to keep everyone up-to-date on what was discussed.

Other ways to provide feedback, include (*but are not limited to*):

- **Friends & Family Test** - available via your mobile phone and online following an appointment. It only takes a few seconds to complete and we really do appreciate you taking the time to record your feedback.
- **Annual Patient Survey** - this is part of a national programme which, once complete, you can view our score to every question asked.
- **Leaving a comment on our patient notice boards** - you don't need to leave your name
- **Talking to a Practice team member.**

However feedback is received, it helps shape our plans for the future.

Regular communications include:

- **Waiting Room Media Screens** - this is updated every month and is an excellent way to keep patients informed about important information.
- **Keeping You in The Picture** - our quarterly patient newsletter in which we aim to provide information that's of interest to the many different groups within our Practice membership.

Then there are things like

- **Texts and e-mails** - that go out to patients who have signed up to this service. These brief, instant messages are an invaluable way for us to keep you informed and help save everyone time.
- **Letters** - some of which are sent Practice wide, whilst others are relevant to particular groups of patients and their carers. Either way, the emphasis is always about keeping everyone informed in a clear, concise and timely manner.
- **Hearing loop** - available at reception – every little helps when it's not so easy to hear.
- **Posters and leaflets** - in the waiting rooms and corridors, covering a range of health and wellbeing topics.
- **Bookcase** - funds raised from the sale of donated books go towards buying new equipment for the Practice that directly benefits patients. Not only that, we hope patients enjoy coming to browse through what's new.
- **Last but not least, a warm welcome with a smile** – we appreciate just how important this can be and love it when you smile back!

Whichever way you look at it, it's all about communication.

Let's keep the conversation going, over to you

In Summary

<p>To ensure the most appropriate appointment is booked for you</p>	<p>Please be prepared to answer questions the receptionists may ask you. They will only ask you questions that have been agreed with the doctors.</p> <p>If you feel you need to be seen today, please tell us your concern/symptom. One of our clinicians will call you back to ensure you receive the best care.</p>
<p>To receive reminders about your appointments</p>	<p>Complete the consent form included in your registration pack and give us your mobile phone number. Forms are also available from reception.</p>
<p>Collect your username and password for your online account from reception</p>	<ul style="list-style-type: none"> • To book appointment • To order your medication • To get your test results • To view your medical record
<p>If you would like someone else, e.g. your spouse, to access your medical records – e.g. to obtain a test result</p>	<p>We need your written consent. If we do not have this, our team will not be able to disclose this information to family, friends, or spouses.</p>
<p>To change your name or address</p>	<p>Update using your online account or visit the Practice. Remember, if you visit the Practice, we will need to verify your identification, so please bring it with you.</p>
<p>If you are a carer</p>	<p>Please tell us.</p>
<p>If you are 75 years old or more</p>	<p>You should have been informed of your named GP and attended a health check. If not, please contact us.</p>
<p>Sharing your health record</p>	<p>Please read and complete the document entitled “Information for new patients: about your Summary Care Record” to enable us to uphold your wishes.</p>
<p>When the Practice is closed</p>	<p>Call 111 or visit Salisbury Walk-in Centre (co-located with this Practice)</p> <p>Only go to A&E if you have a critical or life-threatening situation, which may include a loss of consciousness, severe breathing difficulties, deep wounds such as stab wounds, severe chest pain or heavy loss of blood.</p>

For issues not covered in this pack, you are always welcome to ask – we are happy to help