

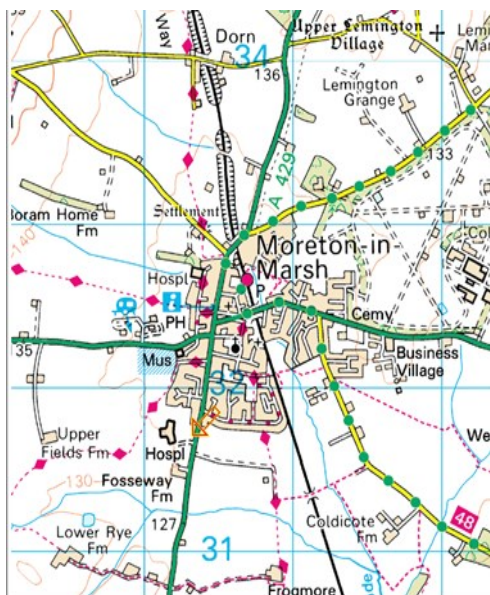
Patient Participation Group

The PPG provides a valuable interface between patients and the practice team. Find out more by visiting our website where you can register online and become a part of the online Patient Participation Group or attend meetings in person

Friends of Mann Cottage

The Friends of Mann Cottage is a charity which raises funds for equipment for the benefit of the surgeries patients.

The FOMC are always looking for more enthusiastic members to get involved with the charity. If you feel you can give some of your valuable time to volunteer in this way please do not hesitate to give your name to the reception team who will forward it to the FOMC.



Practice Location & outer catchment area please, also see website or ask at reception if in doubt.



MannCottage Surgery

Dr H R Furn Davies & Partners

Opening Times:

Monday - Friday
8.00am - 6.30pm

Late Opening:

Monday
6.30pm - 7.30pm

Minor Injuries:

North Cotswolds Hospital
Tel: 0300 421 8770
8.00am - 8.00pm



Telephone Number: 01608 650764

Out of Hours: dial 111

Address: Four Shires Medical Centre, Stow Road,
Moreton-in-Marsh, Glos, GL56 0DS
www.moretondoctors.nhs.uk

Who we are

"We are a friendly rural practice and our patients are confident in the ability of the practice team, to deliver a highly professional level of patient-centred, personal care."

Staff

Doctors:

Dr Hywel Furn Davies (Partner) - MBBCh, BCh, Dip Derm

Dr Cathy Bobrow (Partner) - MBChB, MRCGP, DFSRH, **GP Trainer**

Dr Alice Evers - MBChB BSc, MRCGP

Dr Angela Alcock - MBChB, MRCGP, DRCOG

Dr Alison Macrae - MBChB MRCGP DCH

Dr Amy Banks—MBChB

Practice Nurses:

Michelle Burfoot

Jenny Wallbank

Beverly Bostock - Nurse Practitioner

Vicky Mustoe—Health Care Assistant

Practice Manager:

Jill Roper

Lead Dispenser:

Lorna Rackstraw

How To Register with Us

It is easy to register, please download the registration form and the new patient information from our website or pick up a registration pack from reception. Please bring the completed forms to reception to register with identification and proof of address. Please submit electronically if possible.

When registration is complete, you will be offered an appointment to see our Practice Nurses for a new patient check, if you have regular medication please make an appointment to see a doctor.



relation to this.

Patient Access

IF YOU HAVE ANY INFORMATION OR COMMUNICATION NEED PLEASE LET US KNOW.

For the visually impaired, we have the 'Looky Plus' magnifier to assist with reading documents and notices in the surgery.

For patients with a hearing impairment we have a portable hearing loop available for use in any of the consulting or treatment rooms. Please enquire at reception for assistance.

The surgery has full disabled access and we have marked disabled spaces outside the surgery for patients' use only.

If you give sufficient notice, the surgery can arrange for the service of an interpreter or Sign language through Gloucestershire CCG

Other Useful Telephone Numbers

Out of Hours

111 or 999 in an emergency

District Nurse Hub:

0300 421 6072

Health Visitor:

0300 421 8779

Cotswold Friends Voluntary Service

01608 651415

Carers People Plus:

0800 345 666

Byers Chemist Moreton in Marsh:

01608 650306

North Cotswold Hospital Moreton in Marsh

0300 421 8770

NHS Gloucestershire (CCG) Sanger House, 5220 Valiant Court, Brockworth Business Park, Gloucester, GL3 4FE. 0300 421 1500



Online Services

Please visit our website to read more about our full range of services, access videos from NHS Choices and useful website links for further information about your condition.

We allow you to access many of your practice services safely and securely on the web. You will be able to make requests of your practice and receive responses back from the practice.

You can use the online services for the following requests:

- Booking and Cancelling appointments
- Surgery registration paperwork
- Ordering repeat prescriptions
- Test results
- Viewing your Summary Care Record & coded medical record

For further information and to register to use the above online services please visit our website, www.moretondoctors.nhs.uk

Mann Cottage Surgery is a 'Research Ready Accredited Practice' and member of the Primary Care Research Network. This means we work to find ways of improving the care we provide and help to inform future developments in health care.

Your Rights and Responsibilities

We are a friendly rural practice and strive to deliver a highly professional level of patient-centred personal care.

We respect the rights of our patients in terms of race, gender and disability and therefore expect the same recognition of rights from our patients.

If you have a comment or complaint please contact the Practice Manager in the first instance or ask for a complaints leaflet from reception.

To safeguard our practice staff we have a strict policy in operation regarding patients who are found to be violent or abusive in their behaviour on the practice premises or by telephone. Such behaviour may result in the patient's removal from the practice list.

Data Use Policy

Please see surgery website & Privacy notice for full details of our data protection policy and how data may be used by the NHS and patients rights in

How to make an appointment

Doctor's Availability

Some of our doctors are not here every day so if you wish to see a particular doctor you may need to wait a little longer. Routine appointments are bookable up to 3 months in advance. Telephone appointments are also available with either a doctor or nurse,

We aim to offer an appointment for urgent cases the same day .

We are currently operating a telephone triage service for ALL appointment requests. Patients will be seen face to face if the doctor feels it is clinically appropriate.

Improved Access Clinic's - There are routine and urgent evening and weekend appointments available locally at surgeries and other locations. These appointments are bookable through the practice, please contact Reception for more information or see our website.

If you wish to have a chaperone at your appointment please just ask at reception.

All patients will have a named accountable GP, please ask if you wish to know which who that is , also if you have a preference for a particular doctor or do not wish to have a named GP the practice will make reasonable efforts to accommodate your request. Reception staff can help you with this.

We are a training practice so appointments can be made with Registrar doctors when available.

Usual Appointments day's for Doctors

Dr Hywel Furn Davies : Monday - Thursday

Dr Cathy Bobrow : Tuesday, Thursday & Friday

Dr Alice Eyers : Wednesday, Thursday & Alt Friday

Dr Angela Alcock : Tuesday & Thursday

Dr Alison Macrae : Monday , Wednesday & Friday

Dr Amy Banks : Monday & Friday

If you are unable to keep an appointment please let the practice know as soon as possible so we can offer the appointment to another patient.

Practice Nurse Availability

Michelle Burfoot/Jenny Wallbank

Monday - Friday

Vicky Mustoe— HCA Monday-Friday

Sister Beverley Bostock

Respiratory Clinic & Diabetes Clinics

Emergency Appointments

Please telephone as early in the day as possible . Telephone lines are open from 8am for urgent appointment requests,.

Home Visits

We cover a large rural area so home visits can be very time consuming therefore we encourage you, if at all possible, to come into the surgery. However, if you feel you do require a home visit please telephone the surgery as early as possible after 8am so the doctors can prioritise the visit.

Out of Hours Emergencies

For emergencies when the surgery is closed please telephone the normal surgery number on 01608 650764 for details of how to contact NHS 111, or call direct on 111 as this is free.

Minor Injuries

The MIU (Minor Injuries Unit) is open from 8.00am - 8.00pm, 7 days a week.

North Cotswold Hospital

Tel: 0300 421 8770

Moreton-in-Marsh

GL56 0DS

Accident & Emergency

The nearest larger A&E's are :.

A&E Department, Banbury

Tel: 01295 275500

Horton General Hospital ,Oxford Road, Banbury, OX16 9AL

A&E Department,

Tel: 0300 422 2222

Cheltenham General Hospital, Sandford Road, Cheltenham, GL53 7AN

Prescriptions

We are a dispensing practice and can therefore dispense to any of our patients living more than a mile from a chemist. For patients living within a mile of the chemist, your routine prescriptions will be sent direct to the local chemist for your collection or to a chemist of your choice. We can offer electronic transmission of prescriptions in some cases.

We do ask that you give us 48 hours notice (2 full working days) prior to collecting your repeat medication. The local chemist requests 72 hours notice. We prefer you to use the Repeat Prescriptions Online Service, or telephone the Prescription Order Line 0300 421 1215, however, you may call in person with the prescription request. To contact the dispensary please call 01608 650764 option 3

If you need medication urgently in hours please call the Dispensary, out of hours call 111 or some pharmacies offer an emergency medication scheme.

Dispensary Opening Hours

Monday to Friday : 9.00am - 1.00pm and 1.30pm - 6.00pm

The practice dispensary is closed out of hours.

Test Results

Please allow a week for routine test results. We encourage patients to use the online facility on our website to securely request their test results. Alternatively you can contact reception who will arrange for the nurse or doctor to telephone you.

Services

We offer a full range of specialised professional services, including:

- Chronic Disease Monitoring
- Pregnancy and Babies
- Sexual Health and Family Planning
- Keeping Healthy
- Immunisations
- Cryo Clinic & Minor Surgery
- Smoking Cessation
- Carers Healthchecks

