

## How to obtain repeat medicines

These can be requested either by post, fax, calling in person with the white repeat side of your prescription or online via our website.

They cannot be taken over the telephone.

(If you do want to order by telephone, please use the Gloucester Prescription Ordering Line: 0300 421 1215).

**You will need to allow 3 full working days before collection**

We can also dispense medicines for patients at our Highnam surgery. Please make your request as above and allow 3 days to collect your medicines.

## Expressing Comments, Concerns, and Suggestions

Your comments are a good way for us to learn about how to improve our service. If you want to make a complaint you can write to:

Practice Manager  
16 Cheltenham Road  
Gloucester  
GL2 0LS

Our NHS complaints procedure leaflet is available from reception and gives on the complaints process. We welcome patient feedback either via our suggestions boxes, the Friends and Families Test forms or through our website. .

## Missed Appointments

Most patients attend their appointments or cancel them in plenty of time if they are no longer needed. On average, there are around 100 missed GP and nurse appointments every month. This represents missed opportunities and longer waiting times for other patients. It is also a waste of NHS resources. Please ensure you tell us if you are unable to keep an appointment or no longer need it.

## Help us to help you

We do our best to meet the expectations of patients and will always fit someone in if it is clinically appropriate. To help us and our patients please consider whether you need to be seen at the surgery. Many minor illnesses are self-limiting and will get better in a few days with a bit of 'self-care' and use of home remedies.

Keep a well stocked medicine cabinet to treat minor ailments and common illnesses.

### Pharmacist or chemist

Community Pharmacists can provide advice on minor ailments as well as on all medicines, including those prescribed by a GP.

## When to use the 999 Emergency Services

This service is for emergencies when an immediate response is vital. For example, if someone is suffering from one of the following:

- loss of consciousness
- persistent, severe chest pain
- an acute confused state
- fits that are not stopping
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

**If you are unsure, please call the surgery.**

Please note that the practice will not tolerate violent or abusive behaviour towards staff or patients. patients who behave inappropriately may be removed from our list.

### Useful Numbers:

Gloucester Royal Hospital 08454 222222  
Gloucester Health Access Centre 01452 336290  
NHS Gloucestershire 08454 221500  
GUIDE and PALS 08456 583888

# The Alney Practice

Dr M H V Delhanty MBChB DRCOG DFFP MRCGP  
Dr L P Stanbury MRCGP MBBS BSc  
Dr R C Heginbotham MBChB MRCGP  
Dr R Bibi MBBS BMed Sci DFFP MRCGP DRCOG  
Dr N Stow MBBCh MRCGP

## Information for patients

Lassington Lane  
Highnam  
Gloucester  
GL2 8DH  
Tel: 01452 529699  
Fax: 01452 410848

16 Cheltenham Road  
Gloucester  
GL2 0LS  
Tel: 01452 522709/522575  
Fax: 01452 304321

[www.alneypractice.nhs.uk](http://www.alneypractice.nhs.uk)

**Violent or abusive behaviour towards any practice staff will not be tolerated under any circumstances**

---

## Who works at the practice

**Practice Manager** - Our practice managers have overall responsibility for the running of the practice.

**Practice Nurses** - We have a team of nurses, health care assistants and phlebotomists who offer a range of regular services including childhood immunisations, wound dressings, cervical smears, blood pressure monitoring, contraceptive pill checks, taking blood, NHS health checks and chronic disease reviews.

**Clinical Pharmacist** - is our medicines specialist and conducts medication reviews and responds to patient queries.

**Dispensers** - Our dispensers are based at the Highnam Site. They are able to dispense to our Highnam registered patients. Tel 01452 529699 between 2-6pm.

**Receptionists** - Each site is staffed by a team of receptionists and are available to help you with appointments and queries.

**Secretaries** - are responsible for referrals, forms, letters, medicals. They are contactable via reception.

**Administrative Staff** - a number of staff work across the sites in our admin offices with varied responsibilities including: sorting medical records; scanning documents and managing recall clinics.

---

The following community healthcare practitioners are attached to the practice:

**District Nurses**, supported by a health care assistant, work with the Practice to provide nursing care to housebound patients. **Tel: 01452 506893 or for out of hours urgent care 08454 220555**

**Health Visitors** - cover all aspects of childcare. The health visitors are also happy to give advice over the telephone. Please liaise with our reception staff for contact details.

**Midwife** - Provides antenatal and postnatal care. Please liaise with our reception staff for contact details.

## Surgery opening hours

### Highnam and Cheltenham Road

**The surgeries are closed for lunch  
between 13:00 and 14:00**

## How to register

We welcome patients living within the practice boundary (please ring to check if you are within the area). You will need to complete a New Patient Registration Form for each family member and provide proof of your address and identity (Not required for children under the age of 16 years registering with their parents/guardians).

Monday	08.30 - 18:30
Tuesday	08.30 - 18:30
Wednesday	08.30 - 18:30
Thursday	08.30 - 18:30
Friday	08.30 - 18:30
Saturday	CLOSED
Sunday	CLOSED

## How to access the practice

**For routine GP appointments:** Please call to book an appointment in advance.

**For urgent GP appointments:** Please call from 08.30 in the morning where the receptionist will advise when the GP will be holding an urgent clinic. These are usually held straight after regular clinics, but please consider carefully if your need is urgent. If appropriate, you may be given an appointment at the Gloucester Health Access Centre.

**Requests for home visits:** If you are housebound or are too ill to attend the surgery, please contact the surgery as soon after 08.30 as you can. A nurse or GP will telephone you back to discuss your request and assess whether a visit is appropriate.

## When the surgery is closed

Please call the main surgery number - your call will be transferred to the Out Of Hours service. Please also consider **NHS 111** or **The Gloucester Health Access Centre** (Open 08:00-20:00hrs, 7 days a week, 365 days a year) on **01452 336290**.

## Data protection

The practice complies with data protection and access to medical records legislation. You may apply to view your own medical records online. Please ask at reception or see our website for details.

---