

Services not available on the NHS

The NHS pays the Practice to provide General Medical Services. There are a number of activities that doctors undertake that are not funded and have to be paid for by the patients. They include:

- Private Certificates for your employer
- Fitness to drive examinations
- LGV & PSV licence medicals
- Fitness to travel examinations
- Holiday cancellation documents
- Private medical insurance claim forms

Violent or Abusive Patients

In line with all other NHS organisations, the Practice has a zero tolerance policy toward violent and abusive patients. Anyone who behaves in this way will be removed from the Practice list immediately. Patients who threaten or offer violence will also be reported to the Police.

Complaints and Suggestions

If you have a complaint about the service you have received from the Practice please write to the Practice Manager. Likewise if you have any suggestions as to how we might improve the services we offer, please let us know. We also have a complaints leaflet available.

Out of Area Patients

If you live outside of the practice area, you will be asked to leave the Practice and register with a GP practice nearer your home address. Details of GP surgeries are available from NHS Choices website. www.nhs.uk/pages/home.aspx

EMERGENCIES

If you have a medical emergency then you should contact:

NHS Direct: If you are feeling unwell and need a telephone health assessment, please call Direct free of charge from any phone by dialling "111".

THE URGENT CARE CENTRE: at Great Western Hospital is open 24 hours a day for nurse led advice and treatment of minor conditions.

SWINDON WALK-IN CENTRE: In the Swindon Health Centre, 1Islington Street, Swindon SN1 2DQ is open from 7.00am to 6.00pm Monday to Friday and 7.00am to 5.00pm at the weekends

www.abbeymeadsdoctors.co.uk

Abbey Meads Medical Practice

Abbey Meads Village Centre, Swindon SN25 4YZ
Telephone 01793 706 030 Fax 01793 707 630

Penhill Surgery

257 Penhill Drive, Swindon SN2 5HN
Telephone 01793 723 130 Fax 01793 723 163
Opening times Mon, Tues & Thurs 08:30-16:30
Weds 08:30-12:30 Fri: Closed

Crossroads Surgery

478 Cricklade Road, Swindon SN2 7BG
Telephone 01793 725 113 Fax 01793 701 205
Opening Times Mon, Weds, Thurs & Fri 08:30-17:30
Tues 08:30-12:30

Abbey Meads
Medical Group

Practice Leaflet

Information for Patients

PARTNERS

Dr K Irwin

SALARIED GP's

Dr T Kuram

Dr T Plimmer

Practice Manager

Robin Somers

Please take a copy

Version 3
(Revised June 2018)