

Welcome to Codford Surgery

The practice aims to provide comprehensive, caring family medicine of the best quality to all our patients in a friendly and confidential environment.

To see the Doctor or Practice Nurse

The Surgery is open from 8.00 a.m. to 6.00 p.m. every weekday. See attached sheet for details of surgery times. Please telephone reception or attend in person to make an appointment. Please state which Doctor or Nurse you would like to see and we will oblige if possible.

We always try to see urgent problems on the same day.

We expect children to be accompanied by a parent, relative or guardian.

We expect patients to cancel appointments they cannot keep.

We comply with the Data Protection Act of 1998.

When the surgery is closed

Please phone 01980 626226. Your call will be answered by South Wiltshire Out of Hours Service (SWOHS), who will be able to offer nurse triage advice, or arrange for you to be seen by a doctor if it is deemed necessary. You may be asked to visit the Primary Care Centre at Amesbury. All calls are recorded.

Home visits

If you are too ill to visit the surgery, then we will visit you at home but please try to telephone before 11.00 a.m.

Registering as a New Patient

Reception will be pleased to offer you a registration form for completion. We like to see all new patients when they register to introduce ourselves.

Reception

The Reception is open between 8.00 a.m. and 6.00 p.m., but closed 1 – 2 p.m. for lunch. The Receptionist's job is to arrange appointments in the

most efficient way. This is not always an easy job, at busy times please be patient.

Results

When phoning for the result of tests we would ask you to phone between 4.00 p.m. and 6.00 p.m.

Telephone consultations *take place after Surgery, if you wish to speak to the Doctor please inform reception and your telephone call will be returned after surgery.*

The Dispensary

The Dispensary in the Surgery is open from 8.30 – 6.00 p.m., but closed 12.30 – 2.30 p.m. for lunch.

Repeat prescriptions will normally be available within two working days. Please phone the Surgery on the dispensing line 01985 850032 at 8.30 – 10.30 a.m. or 3 – 4.30 p.m. or call in with your repeat prescription form, or email your request to:

dispensary.codford@gp-j83019.nhs.uk

Other Health Workers in the Practice

The Health Visitor

The Health Visitor is able to give healthy living advice to all ages and has special responsibility for families with children under 5. She will visit all new babies and is available for advice on all aspects of child care. To contact her, phone Salisbury (01722) 742781 between 8.45 a.m. and 9.45 a.m., Monday to Thursday.

The Practice Nurse Team

A member of the team will assist with dressings, blood tests, ear care, removal of sutures, minor injuries, ECG's, asthma and diabetes care, weight management and smoking cessation support. We offer a comprehensive travel service. There is likely to be a charge for certain vaccinations. Please make an appointment at Reception.

The Midwife

The Community Midwife from Salisbury Health Care Trust holds Ante Natal Clinics at the Surgery, as well as visiting at home. She will help on all aspects of pregnancy and postnatal care.

The District Nursing Sister

The District Nursing Sister with her colleagues, is responsible for providing skilled nursing care and support to patients and their families in their own homes. Messages for her may be left at the Surgery or alternatively telephone 01722 425166.

Special Services and Clinics

Maternity Care

This is provided by the Doctor and Midwife. Ante Natal Clinic is on Friday afternoon, 2.00 – 4.00 p.m.

Child Health

Baby Clinic and Immunisation Clinics are held weekly at the Surgery. Child Health Surveillance – all children are seen at six weeks by the Doctor and at eight months by the Health Visitor for developmental assessment. You will receive a card when your child is 1, 2 and 3 years old inviting you to contact the Health Visitor if there are concerns about your child's development. All children will be invited for a vision check at 4 years old.

Health Screening

Well Woman, Diabetic Clinics, Heart disease and Cryotherapy clinics are held regularly. For details please ask at Reception. Within Surgery hours, we are happy to undertake Well Person, Hypertension, Coronary Heart Disease Screening and Minor Surgery. Patients aged 16-75 who have not been seen for three years or patients over 75 who have not been seen in the previous twelve months are welcome to request a general health consultation.

Counselling

Is available through South Wilts Primary Care Psychological Therapy Service. Tel: 01772 820267.

Mammography

Patients in the age group 50-70 will be called for mammography every three years. Patients whose age lies beyond the screening range may contact the Screening Unit on 02380 825766 and request to continue to be invited for screening.

Physiotherapy

A Physiotherapist visits the surgery once a week from Warminster Hospital to perform basic physiotherapy. Patients needing more complicated procedures may need to visit Warminster or Salisbury Hospitals.

Patients and Disabilities

If you consider you have a disability which requires particular services, please mention this to a receptionist on your arrival, who will be pleased to arrange assistance.

Assistance dogs are welcome in the surgery.

Chaperones

We would want you to feel comfortable in asking for a chaperone to be present at any point of a consultation or examination should you prefer it. If you would prefer a chaperone please ask the Doctor/Nurse.

Friends of Codford Surgery

This Registered charity has been started to allow patients who wish to, to make a donation to further the work of the practice. The charity enables us to purchase equipment to enhance our work at the Surgery.

Confidentiality

When necessary patients data may be shared with other health care staff who have a professional and contractual duty of confidentiality but not with any other individuals without the patient's explicit consent.

NHS Direct

Offers local people round the clock nurse led health care information and advice by telephone.

NHS Direct 0845 4647 or online

at www.nhsdirect.nhs.uk

Dental Emergencies

Please contact your Dentist, not your Doctor. If you are not registered with a Dentist please telephone the Dental Helpline on 0845 7581926.

NHS Walk in Centres are available at Waterloo, Bristol and Southampton for patients who are unable to attend for medical care during surgery hours.

Training

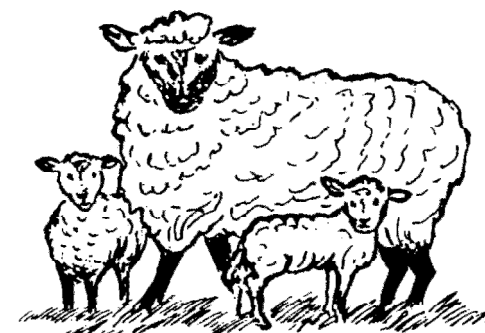
We sometimes have fully qualified Doctors spending a year with us to gain experience in General Practice. They are under our supervision, so please accept them as one of us.

Medical Students also come along for experience in the surgery and are generally in their final year.

Suggestions

If you have any suggestions or complaints about the practice, please speak in person to the Doctor or Practice Manager, or write us a letter.

The Codford - Wilton Partnership



Dr. John Fishwick

MBBS (London 1979). FRCP. MRCP. DRCOG. FPA.

Dr Sally Houghton

BM (Soton 1984). DCH. DRCOG. FPA.

*In an unlimited partnership with Dr Andrew Hall,
Dr Harriet Meader, Dr Lynne Macready and
Dr James Banfield
The Old Orchard Surgery, South Street,
Wilton SP2 0JU*

Telephone: Surgery 01985 850298
 Dispensary 01985 850032
 Facsimile 01985 850084

This leaflet can also be viewed on the Codford village website: www.codford.freemove.co.uk

