



Providing NHS services

ASPEN MEDICAL PRACTICE

Aspen Centre • Horton Road • Gloucester
GL1 3PX



Branch Surgeries

Saintbridge Surgery
Askwith Road
GL4 4SH

Tuffley Surgery
38 Warwick Avenue
GL4 OSL

Patient Information Booklet

Telephone: 01452 337733

Telephone opening hours are 08:00 – 18:00 Mon-Fri

www.aspenmedicalpractice.nhs.uk

Welcome to Aspen Medical Practice

Aspen Medical Practice was formed following the merger of four practices (Heathville, Barnwood, London Road and Saintbridge) in April 2018.

We operate from a modern, purpose built building in central Gloucester (near Gloucestershire Royal Hospital) and have branch surgeries in Saintbridge (Askwith Road) and Tuffley (Warwick Avenue).

Opening Hours

We have one telephone number that covers appointment requests and queries for all of our branches

01452 337733

Our phone lines are open Monday - Friday 08:00 - 18:00

Reception Desk Opening Times

Our reception team can help you with queries in person at any of our branches

| | | |
|---------------------|-----------------|---------------|
| Aspen Centre | Monday - Friday | 08:00 - 20:00 |
| | Saturday | 08:00 - 12:00 |

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|--------------------|-----------------|---------------|
| Saintbridge | Monday - Friday | 08:00 - 18:30 |
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|----------------|-------------------|---------------|
| Tuffley | Monday & Thursday | 08:00 - 16:30 |
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For medical advice outside of the hours above please contact 111

Appointments

To book an urgent or routine appointment with a member of our clinical team either:

- Visit our website **www.aspenmedicalpractice.nhs.uk** where you can submit an **eConsult**.
- Telephone the surgery on **01452 337733**. Please ensure you listen carefully to the menu options when phoning. If we are busy our phone system will give you the option of choosing a callback. This keeps your place in the queue and saves you having to wait on hold.
- Visit the surgery and speak to one of our reception team

Appointment requests are dealt with by our trained reception team. They will ask you some questions to help determine how quickly you need an appointment, the best appointment method for your needs (such as face to face, telephone etc) and the most appropriate member of our general practice team for you to consult with.

Home Visits

Home Visits are only available to patients who are too unwell to attend the surgery in person.

If you think you need a home visit please telephone the surgery **before 1pm**.

Please choose the appropriate menu option when phoning.

A member of the clinical team will usually ring you and talk with you to determine whether you need a home visit or not and establish the urgency.

Online Services

Visit www.aspenmedicalpractice.nhs.uk to view lots of self help information and ways you can resolve issues and contact the practice without needing to telephone us.

**Do more with
the NHS App!**



We would recommend you download and register for the NHS app. This can be downloaded from the app store on your smartphone or tablet.

Using the app you can

- View your prescription details, order repeat prescriptions and generate a barcode for medication collection
- View and cancel your appointments
- Change your contact details
- View your summary medical record and in most cases view your full medical record
- View waiting times for your hospital treatment

You can sign up for the app without needing to visit the practice. Follow the instructions in the app for guidance on creating an NHS login and validating your ID.

If you do not own a smartphone you can also create an NHS log in and access your account via a browser. Visit www.nhs.uk/nhs-app/account for information.

Alternative apps and browser based online services are available. These include the Airmid app and SystemOnline which are alternatives to the NHS app produced by our electronic medical record system provider TPP SystemOne.

Please see our website for further information.

Prescription Requesting

The easiest ways to order repeat prescriptions are

- Through the NHS app or Airmid App
- Through your NHS account via nhs.uk/nhs-app/account
- Via our website at www.aspenmedicalpractice.nhs.uk

You can also make requests through your pharmacy or by bringing your paper slip to the practice.

We do not accept prescription requests via telephone.

Please make your request 7-10 days before you need your medication

Prescription Collection

We will process your request within 5 working days. You may need to allow 2 further days before you collect your medication at the pharmacy.

You will need to choose a pharmacy to collect your prescription from (called nominating a pharmacy).

You can change your nominated pharmacy on the NHS or Airmid app, via our website, at the surgery or at any pharmacy.

Prescription Queries

Your local pharmacy is the best place to ask queries about your medication. You can also get further information through our website.

If you would like to speak to someone at the surgery you can get through to our friendly prescription team by visiting us in person or by phoning us on 01452 33733 between 08:30 - 16:30.

Note that our prescription team **cannot** take medication requests by telephone.

Cancelling Appointments

1000s of appointments are wasted every year by patients not telling us that they cannot attend their appointment. Help us to help you by cancelling appointments you cannot attend. This allows us to give your appointment to someone who needs it.

You can cancel your appointment by

- Following the cancellation link on your appointment confirmation SMS message
- Using the cancellation option in the NHS app or Airmid app
- Phoning the surgery on 01452 337733 and choosing the cancellation menu option
- Visiting the surgery in person

Fit (Sick) Notes

The practice will only issue a fit note if you have been absent from work for more than 7 calendar days. For periods less than this you can complete a self-certificate without contacting the surgery.

If you have been absent from work for more than 7 days you can request a fit note by

- Completing an eConsult via our website
- Phoning the surgery 01452 337733

Note that a fit note cannot be issued unless you have been assessed by a medical professional.

Test Results

The results of investigations and tests requested by a clinician at the practice will usually be available 7 working days after you have had them (although some results such as x-rays and endoscopies can take longer).

Once a clinician has reviewed the results then you should be able to view them in the NHS app or Airmid app. Alternatively you can telephone the practice and choose the relevant option to speak to a member of our reception team about them.

We do not receive the results of tests requested by hospital clinicians and cannot help with these. For queries regarding tests requested at the hospital please contact the department who requested the tests directly.

Record Access & Subject Access Requests

In the majority of cases signing up to the NHS app will allow you to see your full medical record from February 2023 or your practice registration date (whichever is later).

In some cases additional checks are required so if you cannot see your record please contact the surgery.

If you require access to your full record prior to the dates visible in the app, or if you require copies of your medical records for other reasons, then you will need to make a 'subject access request' (SAR).

To make a subject access request please complete the form available on our website or at reception. We process all requests within one month of receipt.

Our General Practice Team

Our General Practice team includes a number of different medical and non-medical staff so that we can give you the most appropriate care. When you book an appointment our reception team will ask you a number of questions to help us make the right appointment for you. Where possible, we will try to give you continuity with the same member of the team for the same health problem.

In addition to our GPs, practice nurses and health care assistants we also have other highly skilled clinicians working in our team.

- Our **Advanced Nurse Practitioners** (ANPs) are nurses who have undertaken additional training in clinical assessment and prescribing. They tend to see patients in our minor illness clinics.
- We have **Paramedics** who have previously worked in the ambulance service and are skilled in managing patients with urgent medical problems
- Clinically trained **Physician Associates** manage commonly presenting medical conditions under the appropriate guidance of our GPs.
- Our **Phlebotomists** are staff specifically trained to take blood samples
- Several **Clinical Pharmacists**, who are experts in medicines, help us ensure the medicines you take help you get better and stay well.
- Our frailty team includes **Frailty Matrons** and **Social Prescribers**. They work together to help support the wider needs of our older patients
- A **Mental Health Practitioner**, working with a **Social Prescriber** helps us support patients with complex mental health needs.
- Our **Learning Disability Matron** provides specialist support to our patients with a learning disability.
- We are also a training practice and support the training of future doctors, nurses and other clinicians. This includes GP trainees who are fully qualified doctors undertaking specialist GP training.

Further details regarding all of our staff can be found on our website

Attending the Surgery

Our reception desk is located on the ground floor at all of our sites. Please arrive ten minutes before your scheduled appointment and check in using the self check-in machines located in our reception area.

Our clinical rooms at the Aspen Centre are based on the first floor. A lift is available.

Our sites feature hearing loops and translation services are available. Assistance dogs are welcome in the surgery. Please speak to a member of our team for more information.

If you would like to speak to a member of our team in private please mention this to a receptionist. Chaperones are also available, on request, for all appointments. Please speak to our reception team or ask your clinician.

Car Parking

Car parking is available at the Aspen Centre. Limited parking is available at our Saintbridge branch site although parking on the road is usually possible

When attending the Aspen Centre please follow the signs to the Aspen Medical Practice patient car park as other car parks on site are for other businesses based at the Aspen Centre.

You will need to register your car registration number on the electronic tablet located by reception to receive an electronic permit. Failure to do so may result in you receiving a penalty notice.

Note that parking at the Aspen Centre is managed by Creative Parking on behalf of the building owner. The GP practice does not own, nor manage, the car parking and so queries should be directed to them.

Private Report Requests

The practice can complete some types of reports, forms and letters privately for a fee. We can also carry out certain types of private medical examinations.

Note that we experience incredibly high demand for these requests and have to prioritise NHS work and patient care.

For further information, our price list and to make a request please visit our website.

Queries about referrals

If you have been referred to Gloucestershire Hospitals NHS Foundation Trust and you have a query about your referral, appointment, wait time or operation date then please contact the Elective Care Hub on **0300 422 6360**.

Approximate waiting times for hospital appointments can also be seen in the NHS app.

Carers & Veterans

It is really important that we know if you are a carer so that we can ensure you receive information, services and the help that is available. Please let us know by completing the form on our website or asking at reception for the form to register as a carer.

Helpful information and support for carers can be found at <https://gloucestershirecarershub.co.uk>

The practice is proud to be Armed Forces Veteran Friendly accredited. Please ensure you let us know if you are a veteran when registering or at reception so we can update your record.



Armed Forces veteran
friendly accredited
GP practice

Patient Participation Group

The Patient Participation Group (PPG) is a group made up of current patients in the Practice. The role of this group is to work with us to help improve the experience of our patients and carers.

If you are interested, information is available at reception or through our website.

Complaints & Feedback

Please help us to help you by treating our staff members with respect. The practice has a zero tolerance approach to abuse of staff.

The practice welcomes feedback so that we can understand when things go well and when they don't, and make changes as needed.

You can feedback to the practice

- In person
- Through our website
- In writing
- By responding to a friends and family test (FFT) message sent following an appointment
- By responding to patient surveys sent from the practice or nationally.

A copy of our complaints policy is available on our website.



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Aspen Centre • Horton Road • Gloucester
GL1 3PX

Register with the Practice

by following the QR code



or visit our website

www.aspenmedicalpractice.nhs.uk

This booklet was produced in February 2024 and was accurate at the time of production. The information contained will be reviewed as change requires and on an annual basis by the practice.