

# Harbury Surgery



## GP Partners

**Dr Colin Maxwell Snowdon** GMC: 3137042  
MB ChB Birmingham 1986 DCH

**Dr Melinda Wood** GMC: 7014051  
Mb ChB Warwick 2008, PhD Bioscience

**Dr Sarah Chard** GMC: 7285586  
Mb ChB Warwick 2012, BSc Biological Sciences

## Salaried GPs

**Dr Kim Panting** GMC: 3255281  
MB ChB Birmingham 1987 MRCGP DRCOG

**Dr Hazel Parkinson** GMC: 6073150  
MB ChB Birmingham 2002  
BMedSci Neuroscience, PGDipClinDerm

## SURGERY OPENING HOURS

**Harbury** Monday to Friday 8.30am – 6.30pm  
Telephone lines are open 8.00am – 6.15pm.  
*Please note the practice is closed 12:30pm -1:30pm daily*

**Bishops Surgery** Monday to Friday 9.00am -12.00pm  
Monday & Wednesday 4.00pm - 6.00pm

### Main Surgery Address

Harbury Surgery  
Mill Street  
Harbury  
Leamington Spa  
CV33 9HR  
Tel: 01926 612232

### Branch Surgery

Bishop Surgery  
Fisher Road  
Bishop Itchington  
Southam  
CV47 2RE  
Tel: 01926 612977

[harbury.surgery2@nhs.net](mailto:harbury.surgery2@nhs.net)  
[www.harburysurgery.org.uk](http://www.harburysurgery.org.uk)

## APPOINTMENTS

We are currently offering telephone appointments with our Clinicians with some face-to-face appointments (where appropriate)

Appointments can be made by telephoning 01926 612232 for Harbury and 01926 612977 for Bishops Itchington during opening hours. Please do not ring outside surgery hours for routine appointments. We would prefer you to see the same doctor throughout a particular illness, but otherwise you may choose your doctor. The surgery is closed on Saturdays, Sundays and Bank Holidays and for designated training afternoons.

An appointment can also be booked online. Please speak to a receptionist for more details.

## HOME VISITS

If you are too ill to attend the surgery and require a home visit please telephone 01926 612232 between 8.30 and 10.30 am. It will be helpful if you can give the receptionist some indication of the nature and urgency of your call to help the doctors plan their rounds. Please try to come to the surgery whenever possible as three or four people can be seen there in the time the average home visits takes.

## SICK CHILDREN

They will be seen as quickly as possible if brought to the surgery (this will be quicker than a home visit). If in doubt about bringing your child please telephone for advice on 01926 612232.

## DISPENSING

This is a dispensing Practice. If you live more than a mile away from a chemist, you may have your prescriptions dispensed at the surgery. Patients living in Harbury will be given prescriptions to take to a chemist, or we can send it direct to the local chemist.

**To request your repeat prescription** please use one of the following:

- Internet – [www.harburysurgery.org.uk](http://www.harburysurgery.org.uk) & request your prescription via the online form
- Via NHS APP on your smartphone
- Via Patient online access
- Via the telephone - 01926 614119 between 2.00pm – 5.00pm Monday – Friday
- Via email - [harburydisp@harburysurgery.nhs.uk](mailto:harburydisp@harburysurgery.nhs.uk)
- Completing a prescription slip and leaving it at either surgery

*Please allow four working days for your prescription request to be processed*

### Collection of prescriptions

Harbury	Monday to Friday	9.00am – 12.00pm & 3.30pm – 6.00pm
Bishops	Monday to Friday	As per their opening hours

## REPEAT PRESCRIPTIONS

If the doctor has agreed, you may obtain up to six repeat prescriptions without being seen and by giving 48 hours' notice. If you have run out of medication and have been told that you should not stop your medication without consulting a doctor, a prescription can be issued urgently. However, this will depend on a doctor being available to sign the prescription, so you may have to wait

## INVESTIGATIONS

If you are asked to bring in a specimen or have a blood test, please make sure this is brought to the surgery before 11.00am at Harbury or 10.30 am at Bishops Itchington. This enables the specimens to be collected and transported to the lab on the same day. Please telephone for the results 7 working days after the test was taken (call Harbury between 11.30 am and 4.30 pm or Bishops Itchington on 01926 612977 during their opening hours).

## DISABLED ACCESS

Harbury Surgery has a ramp at the main entrance and toilet facilities suitable for the disabled.

## CAR PARKING

Parking facilities at the surgery are limited. Doctors on call often need to move their cars in and out quickly. Please help by parking within the designated bays only. A disabled bay is available at Harbury.

## CHANGE OF PERSONAL DETAILS

If you change your address, please notify the surgery as soon as possible. A form is available from the surgery, or on our website. If you have moved outside our practice area (see website for details of our practice area), the receptionist will advise you on this.

### ADDITIONAL SERVICES PROVIDED BY THE PRACTICE

Child Health Clinic	Phlebotomist	Travel Immunisations	Antenatal Clinic
Child Vaccination	Contraceptive service	Cervical Smear Screening	Minor Surgery
Flu Vaccination	COPD Review	Asthma Review	Diabetic Reviews
Health Screening	New Patient checks	NHS Health Checks	Wound management

### USEFUL TELEPHONE NUMBERS

Warwick Hospital	01926 495321	University Hospital Coventry	02476 964000
Chemist, Harbury	01926 612858	Chemist, Southam	01926 812287
Nuffield Private Hospital 815045	01926 427971	Health Visitors, Southam Clinic	01926
District Nurses, Southam Clinic (HUB)	08456080275	Volunteer Drivers	01926 817525
South Warwickshire Primary Care Trust 457900	01926 493491	Citizens Advice Bureau	01926
Registrar of Births, Marriages, Deaths- Southam	01926 812636		

### ACCESS TO MEDICAL RECORDS

Under the Data Protection Act 1998 and the Access to Health Records Act 1990, everyone has the right to access personal data about themselves held either in computerised or manual form. Records include NHS medical records and private records made by doctors and other health professionals.

Please speak to receptionist for more details about accessing your medical records.

### SUGGESTIONS AND COMPLAINTS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box. We hope that you will have no cause for complaint about the care you receive from us, but should you have reason to do so the following procedure can be used. If your complaint refers to clinical advice or treatment from one of the doctors then please write to one of the other partners, giving full details of your complaint. If your complaint refers to administrative or clerical procedures or involves a member of staff please speak to, or write to the Practice Manager. All complaints will be fully and fairly investigated and you will be informed of the progress and outcome of the complaint.

## **CONFIDENTIALITY AND DATA PROTECTION**

**Everyone working for the NHS has a legal duty to  
keep information about you confidential**

As part of this Practice's contribution to the study of clinical care, we provide important anonymised information on diseases and treatments for research by third parties, including academic and commercial organisations. No identifiable information such as your name and address is provided. This data is combined with similar data from many other Practices to give more than 1 million anonymised records. Such information contributes to our understanding of health and health care. The Data Protection Act 1998 protects personal information both on the computer and in written records.

**Freedom of Information Act 2000 – Publication Scheme.** The Publication Scheme is a guide to the information routinely made available to the public by Harbury Surgery. It is a description of the information about our general practitioners and the practice, which we make publicly available.

The Practice is registered under the Data Protection Act, Registration No: Z868448X

### **ZERO TOLERANCE**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

### **NAMED GP**

All registered patients will be allocated a named accountable GP. This is solely an administrative task and does not prevent patients from booking appointments with any other doctors or nurses at the practice. You are free to see any GP. Patients will be informed of their accountable GP at their next interaction with the practice.

### **WHEN WE ARE CLOSED**

Please call NHS 111 when the practice is closed for urgent medical advice. Your needs will be assessed and advice offered or arrangements made for you to see a doctor.

***Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.***