

Three Chequers Medical Practice:

Endless Street Surgery
Porton and Old Sarum Surgery
Three Swans Surgery
Winterslow Surgery



www.3chequers.co.uk

01722 336441

(Monday to Friday 8.00am – 6.30pm)

If you require advice outside of these hours or at Weekends and Bank Holidays dial **NHS 111** for non-urgent medical advice at any time

For medical emergencies and life threatening situations call 999 or go to A & E at Salisbury District Hospital: open 24 hours/ 365 days a year

Or, try your local Pharmacy for advice on minor illnesses?
Salisbury Walk in Centre is open evenings and weekends for non-urgent care.
Or, visit www.patient.co.uk and browse the site for non-urgent medical advice

Welcome to Three Chequers Medical Practice and thank you for choosing us. Our website contains all the information and advice you need so please log on and read about all our services.

Registering, after checking to ensure you are within our boundary, (www.3chequers.co.uk) you can register in person at any of our Practices. You will need to bring two forms of photographic identification plus a utility bill showing your address. If you are on repeat medication then please provide a copy of your repeat prescriptions.

To reduce delay in baby's needs, **new born babies** need to be registered as soon as possible (the midwife is able to provide you with a new baby registration pack).

Registration forms can be downloaded from our website or collected from any of our Surgeries.

We offer a vast amount of **online services** so please apply when registering. You can order repeat prescriptions, update your contact details, check results and have access to your medical records online.

Appointments. We operate a total triage system. This means you will have an initial call from a clinician who then determines the best course of action for your query. This may be a face to face appointment, advice over the telephone or a video consultation. You may be asked to send in photographs of a rash etc. in order to aid in your consultation allowing us to look after your needs as quickly as possible.

To assist our clinicians please give our receptionists as much information as you can about your medical concerns or request. All of our patients are seen on the same day if the Doctor deems it

necessary. We offer video consultations if you are unable to come into the surgery. We ask our patients to send in photographic evidence to assist the triage Doctor with ensuring the calls are filtered correctly. Our daily triage lists are manned by Partners, Salaried Doctors, Advance Nurse Practitioners, Pharmacists, Paramedics and Senior Nurses.

At all **face to face appointments** you will need to wear masks covering your mouth and nose. You will be screened on the door (temperature taken) prior to entering any of our buildings. Please do NOT arrive at your appointment too early as we are able to hold too many people in our waiting rooms due to social distancing guidelines.

Prescriptions and Medications can be collected at either Endless Street, Porton and Old Sarum and Winterslow Surgeries. Please note: We only dispense medication to patients who live in certain outlying villages. Please ensure you have clearly instructed our clinicians where your choice of collection is or what pharmacy is your choice for collection. (Please check online for our opening hours). **Repeat prescriptions** can NOT be requested over the phone and need to be requested either online or by dropping off your repeat prescription request at least 4 working days prior to collection.

Test results are available on the results line after 2pm. (Note: You cannot be transferred from another department if you misdial). Some results, X-Rays for example can take up to 10 days for the results to come back. Blood results generally take around 5 days this allows the clinician to read the results and update your records with their next advice to you.

Samples (requested by the Doctor) can be dropped off to Three Swans, Endless Street or Porton ONLY before midday (check online for each surgeries opening times). Correct sample pots only are accepted. Please write your two forms of ID on the sample pot e.g. DOB and surname.

Annual Reviews - for those with a Chronic Disease and/ or those who are on medication, are carried out during the month of your birth. You will be contacted a month prior to that by one of our clinicians who will do the screening and may invite you in to carry out some tests (blood, foot checks, respiratory etc.) enabling those results to be back in good time for your Doctor to carry out your review. If you do NOT go through this procedure then this may result in your medication being stopped.

Various Clinics. Baby immunisation Clinics, Carers Clinics, Cryotherapy, Leg Ulcer/ Dressing Clinics, Minor Operations, Well Women clinics, Travel Advice Clinics are all held regularly. Flu clinics start in September and go on for 4 months.

Private work – we carry out a limited amount of paid services. Holiday vaccinations, Travel Vaccinations medicals, insurance reports, letters to be written on your behalf etc are all chargeable and need to be requested in advance. NB: Vaccinations required for Occupational Health cannot be delivered by the Practice this needs to be undertaken by your Occupational Health Department or under Private contract set up by your employer.

Rights and responsibilities. You have a right to expect a high standard of service from the Practice and we will try at all times to provide the very best medical care within the resources available. In order to assist this, we require that you take full responsibility for ensuring that you do not abuse the service. Should a patient be violent, threatening or verbally abusive to a doctor, nurse, member of staff or other persons on the premises, the doctors reserve the right, after due warning, to remove the patient from the practice list.