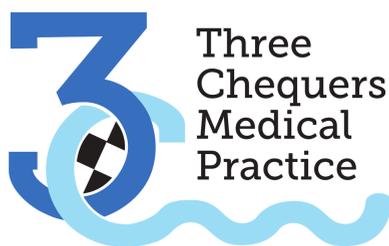


# New Patient Information Pack



**Endless Street Surgery  
Three Swans Surgery  
Porton & Old Sarum Surgery  
Winterslow Surgery**



**Telephone**

01722 336441



**Email**

[three.chequers@nhs.net](mailto:three.chequers@nhs.net)



**Website**

[3chequers.co.uk](http://3chequers.co.uk)

*We try to communicate with our patients in a way that is easy, and accessible. Please provide us with a verified mobile number and email address. We can offer appointment reminders, appointment invitations, clinical questionnaires and Practice newsletters.*

**Welcome** to Three Chequers Medical Practice and thank you for choosing us. We are a GP Practice operating in the heart of the city centre in Endless Street and Rolleston Street; and from the village sites of Porton and Winterslow.

In 2017, Endless Street Surgery, Three Swans Surgery and St Ann's Street Surgery merged to create Three Chequers Medical Practice. As one of the largest Practices in Wiltshire, we have a large multi-disciplinary team, with an extensive breadth of clinical & non-clinical knowledge. We believe that this allows us to provide an outstanding level of care to our patients.

Our team is dedicated to providing compassionate, high-quality healthcare for individuals and families in the community. We offer a full range of medical services, from routine check-ups and chronic disease management to same-day urgent appointments. With a focus on personalised care, clear communication, and easy access to support, we are here to help you stay well at every stage of life. Visit our website to explore our services, meet our clinicians, and discover how we can support your health and wellbeing.



## Facilities & Services



All of our surgeries have been adapted to allow access for Wheelchair users including accessible WCs.

Our city centre sites have baby changing facilities available.



We have an excellent Carers team who organise support groups and events within the local community.

We work with the Beatrice Midwifery team to ensure continuity of care for pre and post natal patients.



We open our surgeries in the evening and on one Saturday each month to ensure we offer appointments to suit all of our patients

We offer routine GP telephone calls as well as a same-day triage service for more urgent problems.



All of our surgeries offer face to face Nurse & HCA appointments. Certain clinics, such as Leg Ulcer clinics are only available in the City Centre Surgeries.

## Registering

If you live within our Practice boundary area, you can use the online 'Register with a GP surgery service'. Simply visit our website and navigate to the 'Join the Practice' page to complete your registration. We recommend registering at the practice using this method as it will ensure that your registration is processed within 48 hours. Once registered, the practice will invite you to complete an additional health questionnaire via SMS or Email.

If you are unable to register online, you can download a paper registration pack or collect a pack from any of our surgeries. Whether you are registering a child or adult we have tailored the questions to suit the demographic of patient applying. The registration pack needs to be returned to the practice along with a completed PRF-1 form.

To reduce delay in caring for your baby's needs, newborn babies need to be registered as soon as possible. You can use the online 'Register with a GP surgery service' via our website on the 'Join the practice' page to complete their registration.



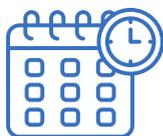
### Did you know?

You can scan this QR code to visit the 'Register with a GP surgery' page and complete your registration.

## Appointments

We operate a triage system for issues that require same-day urgent care. Patients can submit an online consultation request by accessing SystmConnect on our website. A member of our Care Navigation team will review your request and signpost to the appropriate clinician / service.

If you are unable to access the internet, you can contact the surgery by telephone or in person, and a call handler / receptionist will ask for some information about your issue to enable them to submit a request on your behalf. To ensure that a clinician can deal with your medical concern in a timely manner, please ensure that you give our call handlers / receptionists as much information as possible.



A clinician will determine the best course of action and will contact you by telephone, SMS or email to discuss or resolve your request.

The clinician may offer you a face-to-face appointment, give advice over the telephone or request photographs for conditions such as skin rashes. Our daily triage lists are manned by GP Partners, Salaried GPs, Trainee GPs, Advanced Nurse Practitioners and Paramedics.

We also offer routine telephone consultations with GPs. Patients can submit an online request for a routine GP appointment via SystmConnect on our website. A member of our Care Navigation team will review the request and book the most appropriate telephone appointment. All requests for an appointment will be responded to within 72 working hours of making the request.

## **Online Services**

We offer our patients access to various online services to enable you to manage key parts of your GP care.

### ***SystemConnect***

SystemConnect is an online triage and consultation platform that can be accessed via our website. Patients can submit medical



or administrative requests without requiring an account. It is an easy to use platform and patients will receive a response by text, email or telephone, depending on the issue.

### ***NHS App***

The NHS App is a secure mobile application that allows patients to order repeat prescriptions, book and manage appointments, view tests results and your GP health record. The application can be downloaded from an Apple or Android App store onto your device. You can create a login and verify your identity via the app by uploading a photo of ID such as a passport or driving licence.

### ***SystemOnline***

SystemOnline is a secure NHS approved service that also allows patients to order repeat prescriptions, view and book appointments as well as view your GP health record. Patients will need to attend the surgery with a form of ID to be issued with a username and password to access SystemOnline. Patients can access SystemOnline via the web or download the Airmid App from your Apple or Android App store onto your device.

## Call Handlers

We outsource some of our call handling to a company called 'CallCare Health'. They are a UK-based patient care provider who have been providing remote telephony support for Primary Care, working alongside GP surgeries for over 25 years. When you call the surgery, your call may be answered by a remote call handler.

The call handlers have been trained to follow the Practice's existing policies and procedures. CallCare Health will work as a natural extension of our Practice team, providing the same high standard of care, safeguarding the patient experience whilst relieving pressure on our Practice team.



## Rights and responsibilities

You have a right to expect a high standard of service from the Practice, and we will always try to provide the very best medical care with the resources available. In order to assist this, we require that you take full responsibility for ensuring that you do not abuse the service or our staff.



Should a patient be violent, threatening or verbally abusive to a any member of staff or other person on the premises, the Practice reserves the right, after due warning, to remove the patient from the practice list.

### Did you know?

We use our telephone message and website alerts to keep patients informed of any Practice information and important updates.

## Prescriptions and Medications

We are a Dispensing Practice – this means we can dispense medication to some of our patients, depending on where they live.

Our main dispensary is in Winterslow, with a secondary dispensary located in Porton to serve the communities of these villages. We also have a small dispensary in our Endless Street branch for urgent prescription fulfilment.

Our dispensers receive excellent training and work exceptionally hard, ensuring that repeat-prescriptions and urgent prescriptions are dealt with in a timely manner. If you normally pay for your prescriptions, you will still have to do so, prior to collecting your prescription. We take card and cash at all of our dispensaries.

As a general rule, if you live in one of the following villages, we are able to dispense medicine to you:

|                              |                        |                  |                              |
|------------------------------|------------------------|------------------|------------------------------|
| <b>Alderbury</b>             | <b>Firsdon</b>         | <b>Netton</b>    | <b>Upper Woodford</b>        |
| <b>Bodenham</b>              | <b>Gomeldon</b>        | <b>Nunton</b>    | <b>Whaddon</b>               |
| <b>Coombe Bissett</b>        | <b>Homington</b>       | <b>Odstock</b>   | <b>Winterbourne Dauntsey</b> |
| <b>Durnford</b>              | <b>Hurdcott</b>        | <b>Pitton</b>    | <b>Winterbourne Earls</b>    |
| <b>East / West Grimstead</b> | <b>Lower Woodford</b>  | <b>Porton</b>    | <b>Winterbourne Gunner</b>   |
| <b>Farley</b>                | <b>Middle Woodford</b> | <b>Salterton</b> | <b>Winterslow</b>            |

For patients living in these areas there are a few options on how you collect your medication; you can pop into your chosen Dispensary to collect your medicine; collect from one of our nominated “Collection Points” (Pitton Post Office / Alderbury Shop / Whaddon Post Office / Coombe Bissett Stores / ‘The Bridge Inn’ in the Woodford valley); or, if you are housebound, we can deliver the medication to your door. We aim to have all repeat prescriptions dispensed within 2 working days of receipt during peak times.

Our Dispensary relies on the support of the village communities in order to survive, please use our service if you are eligible. Eligible prescriptions sent to a Pharmacy or online service threatens the long-term viability of our Dispensaries and your support is greatly appreciated.



## Test results

Results are available via the results telephone line between 2pm and 5:30pm, Monday to Friday. Results generally take 5 to 7 days to be received by the Practice,



some results such as X-Rays can take up to 10 days. This allows for the clinician to read the results and update your records with their next advice to you.

### Did you know?

You can use the NHS App to request repeat medications and view your recent test results, once they have been filed by a clinician.

## Samples

Samples that have been requested by a Practice clinician must be dropped off at Endless Street, Three Swans, Winterslow or Porton & Old Sarum surgeries before midday.

Samples must be provided in a practice issued sample pot and will not be accepted in other containers. Please ensure that all samples are correctly labelled with forename, surname, date of birth and address.



## Annual Reviews

Patients with a long-term condition or medication that requires monitoring or review on an annual basis, will be invited to attend an appointment or complete a health questionnaire within their birth month. Patients will be sent an appointment invitation via their preferred method of communication to make an appointment with



a member of the nursing/ healthcare assistant team. Your results and medication will be reviewed by a GP, Advanced Clinical Practitioner, or Pharmacist, who will renew your medication for another year.

Should you decline our invitation, your medication may be stopped as we require up-to-date results to ensure we can prescribe safely. For more information, please visit:

<https://www.3chequers.co.uk/long-term-condition-reviews>

## Private work

We provide a limited amount of chargeable non-NHS services such as medical questionnaires, insurance reports, medical support letters, DVLA and firearms reports.

The Practice works with an NHS Digital accredited company called Medi2data to complete Non-NHS and medical reporting work. Depending on the type of request you



make, it will either be completed by Medi2Data or at the Surgery by one of our GP Partners. Once you have submitted your request for Non-NHS work, you will be asked to complete a consent form. As part of our commitment to ensuring patient confidentiality, we will not proceed with any requests from patients or third parties unless we have received a complete consent form.

Please allow 28 days for all Non-NHS requests to be completed. If your request is complex and requires longer than one calendar month, you will be informed by the Practice.

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.

### Did you know?

You can use SystemConnect to make a request for Non-NHS work to be completed. Simply visit our website, select the SystemConnect icon and choose 'admin request'.

## Opening Hours

### Endless Street Surgery

72 Endless Street , SP1 3UH

Monday to Friday

08.00 to 18.30

Saturday

Appointment only

Sunday

Closed

### Three Swans Surgery

Rollestone Street, SP1 1DX

Monday to Friday

08.00 to 18.30

Saturday

Closed

Sunday

Closed

### Porton & Old Sarum Surgery

32 Winterslow Road, SP4 OLR

Monday to Friday

08.00 to 18.00

Saturday

Closed

Sunday

Closed

### Winterslow Doctors Surgery

Middleton Road, SP5 1PQ

Monday to Friday

08.00 to 18.00

Saturday

Closed

Sunday

Closed

*If you require advice outside of our opening 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*

*Did you know that your local Pharmacy can provide advice on minor illnesses? The Salisbury Walk in Centre is open evenings and weekends for non-urgent care. You can also visit [www.patient.co.uk](http://www.patient.co.uk) and browse the site for non-urgent medical advice*

## Partners



**Dr Craig Kyte**

BM Southampton 2006 DCH MRCGP  
PG Cert Delivery Primary Healthcare

**Dr Hannah Clarke**

BMedSci MBBS (2007), MRCGP  
(2020)



**Dr Helen Drayson**

BSc PG Cert BM DCH DRCOG DFSRH  
MRCGP



**Dr Michele Giorgi**

MB BS BSc (Hons) DRCOG DCH



**Dr Jeremy Howell**

BMedSci, MBBChir (Cambridge 2002),  
MRCP, MRCGP, DRCOG, PGCert  
Medical Education



**Dr Peter Moody**

MbChB, RCGP (2018)



**Dr Timothy Moody**

MB BCH 2013 Cardiff University

