

NEW WAYS OF WORKING AT THE MARCHES SURGERY

With the arrival of new staff at the surgery, we are now able to offer patients a wider range of options to access advice about their health. It is no longer the case that you can only see a GP.

If you are seeking advice about a health issue, there are a number of sources other than the GP surgery which you can use –

- NHS 111 – access to telephone advice by phoning 111, 24 hours a day
- NHS Choices – for online advice about all health conditions
- Community pharmacists. Those in Leominster are Westfield Walk Pharmacy, Boots Pharmacy in Corn Square, Leominster Pharmacy in West Street and Rees Pharmacy in High Street. They all offer face to face advice about health problems, and will refer you onto the GP surgery if necessary

If you wish to have an appointment at our surgery, you can now see different health professionals. Please ask our receptionists for advice about who it would be best for you to see –

- Our Nurse Practitioner, Caroline Mansell. Caroline is a very experienced nurse and is holding surgeries every morning and afternoon in which she can see the full range of minor illnesses, for example chest problems, tummy symptoms, urine infections, and skin conditions.
- Our Primary Care Practitioner, Mel Bird. Mel was a paramedic before joining our team, and is now holding a minor illness clinic every morning, and then helping with home visits for the practice. She can see the same range of conditions as Caroline.
- Caroline and Mel do not see patients less than one year of age, or pregnant ladies.
- A GP – we offer either telephone or face-to-face appointments with the GPs. Telephone appointments are ideal if you do not need to see a doctor in person. Both types of appointments can be booked on-line, or by phoning the surgery. GPs need to concentrate their time on more complicated medical problems (for example, elderly patients with a number of different medical conditions). If you feel your problem is more minor, please ask to see Caroline or Mel.
- Both GP and practice nurse appointments can be booked with Taurus at the weekends – Saturdays and Sundays, 8 am to 12 noon here at our surgery. Please phone 0800 121 72221 during those hours if you wish to book an appointment with them, or phone our receptionists during normal working hours and they can book a week-end appointment for you.

We hope our expanded team will be able to meet your needs. We are all keen to offer the best possible service to all our patients.

The Doctors and Staff