



<b>Sarum House Surgery</b>	3 St Ethelebert Street, Hereford, HR1 2NS
<b>Greyfriars Surgery</b>	25 St Nicholas Street, Hereford, HR4 0BH
<b>Moorfield House Surgery</b>	35 Edgar Street, Hereford, HR4 9JP
<b>South Wye Medical Centre</b>	Asda Superstore, Belmont Road, Hereford, HR2 7JE
<b>Aylestone Hill Surgery</b>	15 Aylestone Hill, Hereford, HR1 1HR
<b>King Street Surgery</b>	22a King Street, Hereford, HR4 9DA
<b>Bobblestock Surgery</b>	Grandstand Road, Hereford, HR4 9LP
<b>Quay House Medical Centre</b>	100 Westfailing Street,
<b>Credenhill Surgery</b>	16 Meadow Drive, Hereford,

**Registered Address: Moorfield House Surgery**  
**35 Edgar Street**  
**Hereford**  
**HR4 9JP**

**Telephone: 01432 272175**



## **A guide to our services**

**[www.herefordmedicalgroup.co.uk](http://www.herefordmedicalgroup.co.uk)**

*Aylestone Hill Surgery, Bobblestock Surgery, Credenhill  
Surgery, Greyfriars Surgery, King Street Surgery, Moorfield  
House Surgery, Quay House Medical Centre,  
Sarum House Surgery, South Wye Medical Centre*

## Hereford Medical Group

On the 1st July 2018 five city practices merged to form Hereford Medical Group (HMG). Hereford Medical Group aims to provide compassionate care to all our patients across nine sites.

We are committed to providing a high quality NHS medical service to patients registered with Hereford Medical Group. We have a team of doctors, nurses, reception and administrative staff, health visitors, midwives, emergency care practitioners and physiotherapists who work together to provide general medical services and promote good health and well being for our patients.

Hereford Medical Group provides NHS services to patients living within Hereford.

If you would to join our practice please ask a member of our reception team for more information.

### Telephone Numbers:

**Care Navigation Centre:** 01432 272175

Please call the Care Navigation Centre to book appointments and for all general enquiries.

**Prescriptions:** 01432 272175

Our prescription line is open from 10am—1pm, Monday to Friday. Call 01432 272175 during this time and select option 2 to order your prescriptions. Please refer to page number 10 for more information on requesting prescriptions.

### Opening Hours:

Please be aware that Hereford Medical Group sites may open and close at different times. The Care Navigation Centre will be open from 8.00am—6.00pm and appointments will be offered between 8.00pm—6.00pm.

## Our Patient Service Values

- Empathy and compassion—we will always be willing to help and show understanding
- Greeting—we will make eye contact, be welcoming and friendly
- Professional—we will act professionally at all times
- Courteous—we will be polite at all times
- Pride—we will have pride in HMG and be proud of the job we do
- Respect—we will show respect to our patients and our colleagues
- Knowledge—we will take responsibility for our learning and keeping up to date
- Honest—we will be open and transparent
- Equality and diversity—we will consider all patients as individuals and be fair to all
- Communication—we will be consistent with our messages



## Patient Charter



- We ask that patients are polite and respectful to staff at all times
- We operate a zero tolerance policy to any forms of violence and abusive behaviour, all incidents will be reported to the police and patients may be removed from the practice list

- Please keep appointments, or cancel within reasonable time
- If you need to request a home visit, we ask that you do this before 11am on the day you request the visit
- Please bear with us if your appointment is delayed. It may be due to another patient needing additional time or the clinicians assisting with an emergency
- Please respect the service of other professionals in the practice – depending on what you need, the GP is not necessarily the most appropriate person for you to see
- Please take responsibility for requesting your prescriptions on time; we ask that you request routine prescriptions at least 48 hours in advance to give the GP time to review your request
- Please help us to keep your information up to date by advising the surgery of any changes to personal details, such as address and contact numbers, including email addresses
- Please give us feedback, both positive and negative. You can give us feedback in a number of ways and you can provide feedback anonymously. Giving feedback will not affect adversely your care or how you are treated
- Please take responsibility for your health, and help us to support your health and wellbeing

### Extended Hours:

We offer extended hours appointments. These will be on most Saturdays and will be located at Moorfield House Surgery.

These appointments will be available for all Hereford Medical Group patients.

**Named GP**— Patients have a named GP. Please ask at a reception desk if you would like to know who your named GP is. However you can choose to see any GP at any site.

**GP Registrars**— We are a training practice and we are regularly joined by experienced doctors who wish to gain further experience at a surgery for either six months or a year to complete their training in General Practice. As part of the training process it is occasionally necessary for the doctors to use a video camera. No consultation will be recorded without your knowledge and consent.

### HMG Staff Groups:

GP Partners

Salaried GPs

Nurse Practitioners

Practice Nurses

Physicians Associates

Health Care Assistants/Phlebotomists

Emergency Care Practitioner

Physiotherapists

Mental Health Nurses

Occupation Health Nurse

Pharmacists

Management and Administration Team



## Urgent Care

### What is Urgent Care?

Urgent Care is all care that requires clinical intervention that day.

### How does Hereford Medical Group deliver Urgent Care?

Hereford Medical Group has an Urgent Care Centre based at Moorfield House Surgery . The Urgent Care Centre is staffed by an experienced team of clinicians including GPs, and other health professionals.

If you need an appointment on the same day please ring 01432 272175. Your call will be answered by a member of the Care Navigation Team who will be able to help guide you to the correct service that day.

If you have an urgent problem you will be added to a telephone triage list where you will speak to a member of our clinical team. If you need to be seen that day the clinician you speak to you will advise you of what time to come in.



Moorfield House Surgery, 35 Edgar Street, Hereford, HR4 9JP

Moorfield House is easily accessible by car and bus, with parking available for patients. You will need to ask at reception for a permit for your car whilst you are visiting the surgery



## Why did the practices merge to form Hereford Medical Group?

The surgeries that merged to form Hereford Medical Group did this to create innovative and sustainable primary care services for our patients. Prior to merging there were more than four vacancies for GPs across the 5 joining practices, some of which had been vacant for more than 12 months.

The key purpose in merging was to be able to continue to provide a service to our patients and, because of ongoing GP shortages nationally, without merging two of the five surgeries would now be closed.

As a larger GP practice HMG have been successful in recruiting 3 new GPs since July 2018. In addition, the merger has allowed us to extend the use of other healthcare professionals which support the GP team including Nurse Practitioners and Physicians Associates who see patients with minor illnesses and Emergency Care Practitioners who are able to do home visits for patients unable to attend the surgery.

One further exciting development is the employment of 3 mental health nurses. At Hereford Medical Group we recognise that many of the patients who contact us for appointments are needing support with their mental health. In the coming months, these patients will first have the opportunity to speak to an experienced Mental Health Nurse who can assess and treat the patient or arrange further follow up as needed. This will allow us to offer some more GP routine appointments.

The merger has allowed us to not only continue providing a service for some patients but also create new, patient focused roles and services.



## Contacts and Useful Numbers

### Access at our surgeries:

- Ramped/flat entrances
- Low level computerised self arrival system
- Ground floor consulting rooms for both doctors and nurses
- Disabled toilets

### Useful telephone numbers:

County Hospital, Hereford	(01432) 355 444
NHS 111	111
Taurus	0800 121 7221
PALS (Patient Advice & Liaison Service)	(07540) 668541
Family Planning Clinic, Commercial Rd	(01432) 266908
Sexual Health Clinic, Commercial Rd	(01432) 266908
Adult Social Services	(01432) 260101
Children's Social Services	(01432) 260800
Samaritans (24 hours)	08457 90 90 90

Hereford Medical Group

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Facebook— Hereford Medical Group

Instagram—@hmgnewbuild

## Care Navigation Centre

To improve confidentiality, improve the quality of phone calls and create a calmer environment for patients when they visit our surgeries, we now receive all phone calls at our Care Navigation Centre.

Phone numbers have remained the same. When you ring a receptionist trained in Care Navigation will direct you to the correct service.

## What is Care Navigation?

Care Navigation is simply helping you see the right person for your need; it is not always the GP you need to see. Outside agencies such as the Pharmacy, Opticians and Let's Talk can also help and sometimes this can be quicker than waiting to see your GP.

When you contact us the receptionist will ask you the reason why you're calling, this is to make sure you are offered the best service to help you.

**The Doctors have requested that all our receptionists ask a little about the reason why you would like a GP appointment. Please don't be offended if a Receptionist asks you what you are calling about.**

You may then be asked to visit your pharmacy, booked with a nurse practitioner, a GP, or another option depending on your need. Please help us to help you by answering our receptionists questions.

Reception staff complete an online accredited course and face-to-face training sessions before they can care navigate.



## Out of Hours

Herefordshire have an out of hours (evening and weekend) GP service operated by Taurus Healthcare.

Taurus Healthcare offer the 7 Day Extended Access Programme in Herefordshire. They offer evening and weekend appointments from South Wye Medical Centre - Hereford, The Marches Surgery -Leominster and Pendeen Surgery - Ross on Wye. All patients can book appointments by ringing their own surgery within practice opening hours, calling NHS111 or by ringing Taurus on 0800 121 7221 on weekends.

If you are unsure of what service you require on evenings and weekends you can ring 111. You will be put through to staff trained in making sure you receive the right care quickly. In an emergency, dial 999.

## Routine Appointments

### Appointments

Routine doctor appointments are usually 10 minutes in length. However, if you feel you will need longer than this, please speak to one of the receptionists.

We know that patients appreciate knowing who they will be seeing and there are some appointments available to book in advance with a clinician. Once the advance appointments have been booked, no more will become free unless there are any cancellations.

You can cancel an appointment by responding to a text reminder, calling the practice or emailing [hmg.enquiries@nhs.net](mailto:hmg.enquiries@nhs.net)



## Suggestions and Complaints

We hope that our patients do not have cause for complaint or dissatisfaction. However, if this situation does arise, please ask the receptionist to give you a copy of our complaints procedure. Alternatively, please fill in the feedback form via our website— [www.herefordmedicalgroup.co.uk](http://www.herefordmedicalgroup.co.uk)

## Training Afternoons

All GP Practices in Herefordshire have a programme of staff training sessions. At present these occur one afternoon every three months. During this time routine appointments are not available, but emergency advice and treatment is provided by a neighbouring GP surgery.

## Patients Rights and Responsibilities

- You have the right to be offered appropriate medical care, and to be treated with respect and courtesy, and in complete confidence.
- You have a responsibility to observe our processes and procedures for making appointments, ordering repeat prescriptions and disclosing information.
- If you make an appointment, please be punctual or cancel in good time if you cannot keep it.
- Make sure you inform the Practice of changes of address or personal details.
- Please be patient when there are delays as this is often unavoidable and last but not least treat our doctors and staff with respect and courtesy.

## Violent and Abusive Behaviour

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly, respectful, way. We adopt a zero tolerance policy in terms of verbal and non-verbal, threatening, aggressive, offensive, prejudice or violent behaviour towards doctors, staff and other patients. Such behaviour will not be tolerated in any form and offenders may be de-registered from the Practice.

## Repeat Prescriptions

Patients on regular medication do not always need to see a doctor for a repeat prescription. Most conditions, eg high blood pressure, will need to be reviewed at intervals by the doctor or nurse. If you are due for a review, you will see a message on the tear off portion of your prescription asking you to make an appointment before your next prescription is due.

We now send most prescriptions electronically, directly to the pharmacy of your choice. Please advise us of your nominated pharmacy when you order a prescription.



There are a variety of ways to request your repeat prescription but please allow 2 working days (48 hours) before collection.

Online (if you are registered for online access)

By post, enclosing a stamped addressed envelope if the prescription is to be returned.

By phone from 10am—1pm.

Personally at the reception desk.

Prescription request box in surgeries.

If you run short of medication unexpectedly, your regular Pharmacist may be able to help you pending a repeat prescription being ordered in the normal way. Please note that some medications may not be provided on the same day if the clinical need is not acute.

We are always looking for ways to improve our service and we would be very pleased to receive suggestions from our patients.

## Appointment bookings via the internet



You can now book your appointments with a doctor using the internet. It's quick and easy to use and can be particularly useful during those times when the practice is closed or telephone lines are busy.

It's simple for you to view, book or cancel appointments online – whatever time of day or night. Please ask for more details at reception.

Patients can now submit health queries online 24 hours a day, seven days a week via Online Consult. It's easy to use and provides an alternative option to phoning the surgery. [Visit our website](#) and you will see a link to Online Consult on our homepage. You can complete an online form which a member of our clinical team will review within two working days (please remember we are not open after 6pm, weekends or bank holidays).

## Private Medicals

Private medical examinations (HGV, taxi and insurance medicals, etc) - [please note that these services are not covered by the NHS and a fee is payable.](#)

## Seasonal Flu Clinics

We offer the seasonal flu vaccine to all patients who are eligible which includes over 65 year olds, carers, those with chronic diseases or suppressed immunity receive this free of charge. Please look out for details of the flu vaccination days.

## Impact of Patients Not Attending Appointments

Recently a [BBC news article \(dated 2 Jan 19\)](#) stated that patients who miss GP appointments are currently costing NHS England £216m a year, with data showing that more than 15 million consultations are being wasted because patients fail to show up.

At Hereford Medical Group, during any month, an average of 1,000 patients are recorded as being a 'DNA' (did not attend), meaning that the patient neither attended their appointment nor advised the practice within 24 hours prior to the scheduled appointment, to enable a cancellation or change to their appointment being made.

The effects of DNAs are:

- An increase in waiting times for patients to see a clinician, resulting in the risk of worsening patients health
- A waste of practice time—not simply the clinicians' time, but also the administration team's as the appointment invariably needs to be rebooked
- Cost to the wider NHS in the requirement of additional clinicians

Patients at Hereford Medical Group can cancel an appointment by:

- Ringing the surgery
- Responding to a text reminder
- Cancelling via online access if the patient uses this facility
- Emailing [hmg.enquiries@nhs.net](mailto:hmg.enquiries@nhs.net).

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?  
**CANCEL IT!**

## Patient Participation Group

We would like to hear your views on how we can improve services at the surgery. You can have your say by becoming part of our Patient Participation Group (PPG). We hold meetings with our PPG every three months. We would like patients of all ages to be part of this group so that we have a true representation of our practice population.

If you are interested in joining our PPG please fill in and submit the online form on our [website](http://www.herefordmedicalgroup.co.uk): [www.herefordmedicalgroup.co.uk](http://www.herefordmedicalgroup.co.uk) and we will be in touch. Alternatively, please email [hmg.enquiries@nhs.net](mailto:hmg.enquiries@nhs.net) to join the PPG or express your interest at any of our surgeries. The information you supply us will be used lawfully, in accordance with the General Data Protection Act.

## Patient Information and How It Is Used

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to the healthcare team and those involved in your care. There are times when we have to pass information about you to other people, such as hospitals, this is always done confidentially or by removing identifying details when they are not essential. We will not disclose personal information to a third party such as a solicitor, without your consent. You have a right at any time to refuse the release of your details.

Information regarding any patient registered at the practice will only be disclosed to the patient concerned unless we have your written consent that it may be disclosed to a third party. All information received, shared and communicated is covered by the General Data Protection Act.

We have Freedom of Information and Access to Health Records Policies which are available on our website, or please ask at reception if you would like a copy.