

HOW TO SCHEDULE AN APPOINTMENT

For new or ongoing routine issues or with a Doctor or Advanced Nurse Practitioner:

- ⇒ Submit a health form via our “DIGITAL FRONT DOOR” (available on our website homepage www.uptonvillagesurgery.co.uk). This is open for new requests from 8am—6pm, Monday to Friday
**For patients who do not have internet access or are unable to complete an online health form, please call the practice for assistance.*

For urgent, same day appointment requests:

- ⇒ Contact the practice by phone at 8am on 01244 382238 if you would like to request a same day appointment for an urgent issue.

For routine appointments such as nurse appointments (annual reviews/dressings), pharmacist appointments, blood tests or any other appointment request that is not for a GP, please call the practice on 01244 382238.

HOW WE MANAGE OUR APPOINTMENTS:

GP (General Practitioner) or ANP (Advanced Nurse Practitioner): Clinics accommodate a mixture of “on the day” urgent appointments and routine pre-bookable. By submitting a health form via our Digital Front Door, you will be able to book up to 4 weeks in advance for a time/day that suits you.

All other clinicians (including practice nurse, pharmacist and physiotherapist) — Appointments can be booked up to 6 weeks in advance and we would recommend you phone after 9am to book.

We also offer appointments for:

- ⇒ *Minor Operations (skin tag/lesion removal)*
- ⇒ *Implant insertion and removal*
- ⇒ *Dressings*
- ⇒ *Physiotherapy (initial assessment)*
- ⇒ *Social prescribing*
- ⇒ *Child health/postnatal checks*

ENHANCED ACCESS APPOINTMENTS

For our patients who may struggle to attend the practice during our core opening hours, we also offer evening routine GP appointments at the practice on Thursdays until 9pm and on Friday evening and Saturday mornings at Garden Lane.

LOCAL SERVICES

Your local hospital is **Countess of Chester Hospital**. If you require an outpatient appointment, you will be referred here unless you inform us otherwise.

The Countess of Chester Hospital has an A+E department for **emergency walk ins**. We are NOT an emergency walk-in service. Your closest location for emergencies is The Countess of Chester Hospital.

Address: Liverpool Road, Chester, CH2 1UL

HOME VISITS

Home visits should only be requested by patients who are unable to come to the surgery because of serious illness and infirmity. Please phone before 10:30am where possible if you are requesting a home visit.

NHS HEALTH CHECK

If you are a new patient and are age 40+ with no health conditions, take advantage of booking in for a health check. This will involve a blood test and checks such as blood pressure to check the status of your health and help to detect any underlying issues early.




ANNUAL HEALTH REVIEW

If you have a health condition such as diabetes, hypertension or asthma, you will automatically be invited in for an annual health check on or around your birthday.

CHAPERONES

If you would like a chaperone during your appointment, please let us know at the time of booking or inform your clinician.

Access our online services via our “Digital Front Door”

-  Submit a request for a routine GP appointment— at a time that suits you for triage by a GP.
-  Book blood tests, physiotherapy or smear appointments
-  Submit administrative requests

Go to our website homepage www.uptonvillagesurgery.co.uk and click “Enter the Digital Front Door” to access our online services

PRESCRIPTIONS

You can request a repeat prescription by either:

- ⇒ Using the NHS App
- ⇒ In writing and placed in our prescription request box at reception (request slips are available or use your repeat slip).

If you have multiple repeat medications, you may require an initial telephone call with our practice pharmacists before your medication is issued. Please allow 48 hours for your prescription to be processed by us and sent to the pharmacy. You may then need to allow for additional time for the pharmacy to have your prescription ready for collection. To nominate a pharmacy to collect your prescription at, please contact the practice.

There is a pharmacy available onsite, Well Pharmacy, which is open Monday to Friday, 9am—6pm. Please note, Well Pharmacy is an independent business and is not affiliated with the practice.

APPOINTMENT TEXT REMINDERS

We send appointment reminders via text approx. 48 hours before your appointment. Please ensure that if you no longer require your appointment that you respond to the text to cancel or call the practice. If your contact details change, please inform us.

NON-NHS SERVICES

GPs can perform medical examinations/reports for employers, solicitors, insurance companies and DVLA. Completion of this work is to the discretion of the GP. All non-NHS contracted work such as the above is subject to a fee and payment is required upfront.

DATA PROTECTION AND CONFIDENTIALITY

The practice is registered under the Data Protection Act and all staff are bound by strict confidentiality contracts. For further information on our data protection policy, please view our website.

PRACTICE WEBSITE

Please go to www.uptonvillagesurgery.co.uk to view further practice information and news and to access our digital front door services where you can request sick notes, ask referral queries and submit a health form to access routine GP appointments.

Your Practice Team

GP Partners

Dr David Inchley (m) GMC4096254
Dr David Sillitoe (m) GMC 6140725
Dr Andrew Henton (m) GMC 7156636

Salaried GPs

Dr Ashleigh Milner (f) GMC 7561025
Dr Jessica Bell (f) GMC 7559705

Nursing Team

Hannah Davies (f) - ACP/Lead Nurse
Erin Byrne (f) - Practice Nurse
Karen Edwards (f) - Nurse Associate
Kayley Thomas (f) - Healthcare Assistant

Clinical Pharmacists

Jenny Jones (f)
Sam McGovern-Scott (m)

Care Coordinator

Dawn Tunstall (f)

Additional staff at the practice include
Social Prescriber, Physiotherapists and a
Mental Health Practitioner.

We are proud to be a training practice and
regularly host GP Registrars and Medical
Students. They work closely under the super-
vision of a GP.



Your Business Manager is:
Matt Davies (m)

Matt oversees the day-to-day management of
the practice, supported by both the
management and patient services teams and is
also a partner in the Practice.

How to contact us:

By phone: 01244 382238

*When phoning the practice, you will be presented
with the following options:*

- 1—Appointments/General Enquiries
- 2—Prescriptions (open 10—12)
- 3—Test results (open from 2)
- 4—Referral enquiries (open 10:30—12:30)

Via our website: www.uptonvillagesurgery.co.uk

Our address:

Upton Village Surgery, Wealstone Lane
Upton, Chester, CH2 1HD

Opening hours

We are open Monday—Friday (excluding Bank
Holidays). Our phone lines are open from 8am—
6:30pm. Our reception area for patients and visitors
opens from 8:15am to 6:30pm.

***Once a month we are closed for staff training and
development from 12pm. Dates for this are published
on our website and posted on our Facebook page.***

**IF YOU REQUIRE URGENT SUPPORT OR ADVICE DURING TIMES
WE ARE CLOSED PLEASE CALL 111, OR 999 IF AN EMERGENCY.**

How to get to us

Via car: Please use the postcode above.

There is plenty of on-site parking available.

Via bus: Bus 51 from Chester Bus Interchange.
Disembark at Upton Shops (outside Tesco) and walk 2
minutes to reach the practice.

Via train: Nearest train station is Bache. We are
approximately a 10 minute walk from this station.



*Follow our Facebook for current practice news.
Search for: Upton Village Surgery*



Upton Village Surgery

Practice Information Leaflet



**Our mission is to provide high quality
healthcare to our community with dedication
and kindness.**

GP Partners

Dr David Inchley (m) GMC 40962544

Dr David Sillitoe (m) GMC 6140725

Dr Andrew Henton (m) GMC 7156636

Business Partner

Matt Davies (m)



Telephone
01244 382238



Website
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