




Welcome to Priory Road Medical Centre

Providing NHS primary care services to our patients

 Park South, Swindon, SN3 2EZ

 01793 688744

 www.prioryroadmedicalcentre.nhs.uk

 NHS App supported

This leaflet explains how our practice works and how to get the right help at the right time.



About our practice

Priory Road Medical Centre is an NHS GP practice providing primary medical services to our registered patients.

We are part of **Wyvern Health Primary Care Network** working with local NHS services to improve care in our community.

2. How to register with us

You can register with the practice if you live in our practice area. See website for catchment area.

How to register

- Online via our website or NHS App

What you need

- NHS number (if you have it)
- Proof of address or ID is helpful but **not required**
- Temporary residents are welcome. See website for catchment area.

3. Appointments – how to get help

We offer a range of appointments to make sure you see the **right clinician first time**.

You can book:

- Same-day urgent appointments
- Routine GP appointments
- Appointments with nurses and other clinicians
- Telephone and in person consultations

How to request

- Online via our website
- By calling reception
- In person at the surgery

Our team may ask a few questions to help direct you to the most appropriate service.

4. Pharmacy First & community pharmacy services

You don't always need to see a GP. Your local community pharmacy can help with many common health conditions. See website for further info.

Pharmacy First – NHS advice and treatment for:

- Sore throat
- Sinus pain
- Earache
- Infected insect bites
- Impetigo
- Shingles (early symptoms)
- Uncomplicated urinary tract infections

Other pharmacy services

- Emergency contraception
- Ongoing oral contraception (where offered)
- Advice on minor illnesses
- Blood pressure checks
- Flu and other vaccinations

✓ No GP appointment needed

✓ Free NHS service (where eligible)

Find a pharmacy: www.nhs.uk/find-a-pharmacy

5. Our practice team

Our team includes:

- General Practitioners (GPs)
- Practice Nurses and Healthcare Assistants
- Clinical Pharmacists & Pharmacy Technicians
- First Contact Physiotherapists
- Care Coordinators
- Practice management and administrative staff

Each team member plays an important role in your care.

6. Prescriptions & repeat medication

Requesting repeat prescriptions

- Online via the NHS App or practice website
- By phone 01793 651 039

Please allow **3 working days** for prescriptions to be processed.

We use the **Electronic Prescription Service (EPS)** so prescriptions can be sent directly to your chosen pharmacy.

7. Test results & referrals

- We will contact you if your test result needs action
- You can view many results via NHS App
- If you have been referred, you can track appointments through the NHS App

8. Opening hours & out-of-hours care

Practice opening hours Monday to Friday 8am – 6.30 pm

Out-of-hours When we are closed, call **NHS 111** or visit www.111.nhs.uk

In an emergency Call **999** or attend A&E.

9. Online services & digital access

Using online services allows you to:

- Request a non-urgent appointment
- Order repeat prescriptions
- View parts of your medical record
- Manage your contact details

If you need help using online services, please speak to our reception team.

10. Patient responsibilities

We aim to treat everyone with dignity and respect and ask the same in return. Please:

- Attend or cancel appointments you no longer need
- Be respectful to staff and other patients
- Keep your contact details up to date

We operate a **zero-tolerance policy** towards abusive behaviour.

11. Feedback, complaints & patient involvement

We welcome your feedback to help improve our services.

Making a complaint please contact the reception in the first instance. We will respond within a reasonable timescale.

Patient Participation Group (PPG). Patients can join our PPG to share views and ideas.


12. Accessibility, equality & support

We aim to make our services accessible to everyone.

- Interpretation and translation services available
- Hearing loop
- Chaperones available on request
- Support for carers

Please let us know if you have any specific needs.

Back page – quick contacts

 Phone: 01793 688744

 Website: www.prioryroadmedicalcentre.nhs.uk

 Email: reception.prioryroad@nhs.net

In an emergency call 999

ADDITIONAL INFORMATION

CAR PARKING: A few parking spaces are available directly outside the practice.

PHONE LINES CLOSED DURING LUNCH: The practice phone lines are closed between 12:30 pm and 1:30 pm. The practice remains open and patients can still access the surgery in person during this time.

WHEELCHAIR ACCESS: The surgery has an operating lift and wheelchair access at the front entrance.

CARERS SUPPORT: Please speak to our receptionist to find out more about local carers' groups and the support available.

TRAINING PRACTICE: The surgery is a training practice for medical students and GP registrars.

SOCIAL MEDIA

www.facebook.com/PrioryRoadMedicalCentre/