

# COMMUNICATION FROM THE PRACTICE

## Text Reminder Service

We provide a text service to send confirmation and reminders for your appointments – therefore please ensure your mobile details are correct and always updated.

## Friends and Family Text

You will also receive a text message after your appointment for your feedback on your experience from the surgery. We really appreciate patient feedback and it is important to us and it helps us to understand how our services are working for our patients.

## AccurX

We use this service to send messages to patients. This service allows the practice to email you securely.

## Zero Tolerance


**We will not tolerate any threatening, abusive or violent behaviour towards any of our staff or patients.**

Patients will be removed from our practice list.

*Please treat our staff with kindness and respect.*

## Disabled Access

Our facility has wheelchair friendly access including car parking spaces, automatic doors, lift and disabled toilets.

 **Hearing Loop.** We allow both assistance and guide dogs on premises and have interpreter services available

# PRESCRIPTION REQUESTS

For any **repeat orders of medication** please contact POD (prescription ordering direct):

**Telephone POD** 03333 583 509

**Email POD** shropshire.pod@nhs.net

**Submit online form** [www.shroptelpod.nhs.uk](http://www.shroptelpod.nhs.uk)

Alternatively, you can order **via your NHS App** or place your request slip in the **prescription box** in Reception.

# COMPLIMENTS AND COMPLAINTS

We strive to ensure our patients receive the best possible service we are able to provide and patient feedback is important to us.

We would like to hear from you when things are going well and you are pleased with our service.

However, if you are unhappy we would like matters to be dealt with quickly therefore, please ensure you contact the Practice first so we can look into resolving any issues as best as we can.

More Information is provided on our website:  
[www.cambriansurgery.co.uk](http://www.cambriansurgery.co.uk)

Version: 01-11/24

# Welcome to CAMBRIAN MEDICAL CENTRE

[WWW.CAMBRIANSURGERY.CO.UK](http://WWW.CAMBRIANSURGERY.CO.UK)

THOMAS SAVIN ROAD  
OSWESTRY  
SHROPSHIRE  
SY11 1GA



01691 652929



[cambrian.ooh@nhs.net](mailto:cambrian.ooh@nhs.net)

You can follow us on



## ABOUT US:

We are a **local Practice** within the market town of **Oswestry**; we care for approximately **13,500 patients**.

**Our clinical team consists of:** GPs, Nurses, Healthcare Assistants, First Contact Physio, Pharmacist and Pharmacy Technician, Paramedic and Mental Health Practitioner.

**Our wider team includes:** reception and administration teams, Management team along with social prescribers, cancer and community care-coordinators supporting with non-medical needs.

**PLEASE SEE OUR WEBSITE FOR MORE INFORMATION**



### OPENING TIMES:

Monday – Friday **8.00am – 6.30pm**  
Saturday and Sunday **CLOSED**  
Bank Holidays **CLOSED**

## WHEN WE ARE CLOSED

For any **urgent problem** when the **surgery is closed please ring 111**. The NHS team can connect you to a nurse, emergency dentist or even a GP, and can arrange face-to-face appointments if deemed necessary.

**Please call 999 for any life threatening emergencies such as strokes, heart attacks etc**

**A&E** If patients call 111 they may advise you to go to A&E, or patient may decide to go to A&E themselves. However, if you are not well **do not drive**.

**Minor Injuries** contact or visit local unit for problems such as: **sprains, bites, stings, minor burns etc**

**Local Pharmacy Services** contact for any non-urgent medical issues such as: **hayfever, check your blood pressure, sore throats, ear ache, coughs, colds, shingles, UTI's and some forms of contraception**.

## HOW TO:

### REGISTER AS A PATIENT

If you are new to the area and would like to register with one of our GP's please ask at our Reception or go online [www.cambriansurgery.co.uk](http://www.cambriansurgery.co.uk)

### MAKE AN APPOINTMENT:

- You can submit an **online consultation** via our website.
- Contact the Practice on **01691 652929** – we also a call back service for patients and you do not lose your place in the queue.
- Use **Patient Access** or **NHS APP**

*Please note that when we reach capacity for appointments, our staff need to direct patients to other services such as pharmacies, minor injuries etc*

### Home Visit Appointments

Any patient which is deemed as housebound or based on the clinician's judgement where a patient needs a home visit, we can offer this service. **However, all requests should be made to the Practice before 10am.**

### Enhanced Access Appointments

Cambrian is part of a network of practices in Shropshire, we work together to offer patients extended access to **pre-bookable appointments** in the evening, at the weekend.

These appointments can be booked directly through the surgery and are available as follows:

**Monday – Friday** (6:30pm – 8pm)  
**Saturday at local hubs** (9.00am – 5pm)



### Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this **at the time of booking** your appointment or ask the clinician you are seeing.

### Test Results

**Please do not call the Practice before 14:30** for results, alternatively you can view on the **NHS App** or **Patient Access**.

### Named Accountable GP

From the 1st April 2005, all patients are now allocated to named accountable GP. This is a GP Partner in your records. However, you can see or speak to other GP's of your choice.

### Cancelling Appointments

It is **so important** if you can not attend your appointment you **notify the practice**, so this appointment can be **allocated to another patient**. You can cancel your appointment by **telephone** on **01691 652929** or **online patient access/NHS App** or by replying to a **text reminder**.