

# health



your guide to  
local health services 2009

[www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk)

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# Introduction

We have an important responsibility to buy and provide high quality services that meet the needs of our patients and support people in choosing healthier and more active lifestyles.

We are so proud of what all our staff are doing whether it be our therapy teams who have made tremendous strides in reducing waiting times for patients, our public health team who are helping more people than ever to give up smoking or our community teams who are caring for people in hospitals and at home.

Your Guide to Local Health Services provides a glimpse into local health service developments across the county and also provides useful advice and information on healthy living and carers support.

Best Wishes

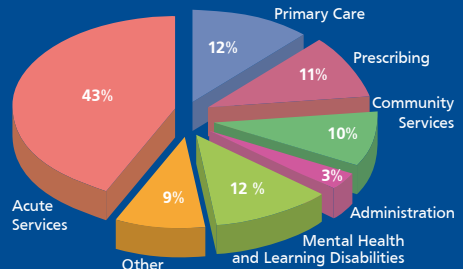
Jan Stubbings, Chief Executive



# NHS Gloucestershire

- NHS Gloucestershire is the new name for Gloucestershire Primary Care Trust.
- NHS Gloucestershire serves a population of over 600,000.
- We help to develop services provided by family doctors, dentists, optometrists and pharmacists.
- Gloucestershire Care Services is the new name for the part of the organisation that provides community health services such as community nursing, therapy and community hospital services
- We manage a budget of £850 million.

## How we spend our money



# Dental investment

We know that NHS dentistry is a key priority for local people. We are investing £6m in new dental practices over the next two years as well as additional services at other sites.

In 2009-10, new practices will open in:

- Cheltenham
- Northleach
- Forest of Dean
- Stroud.
- Gloucester City



## Commitment to GP Practice developments

We are committed to delivering a number of replacement GP premises in Gloucestershire for the benefit of local patients within the next three years.

There are always competing demands across the county when

it comes to the



development or replacement of GP premises, but together with local GPs, we are working to ensure that we can provide the best possible access to services from the best possible facilities in the future.

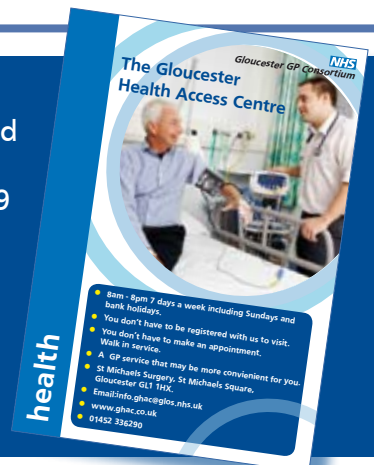
New surgeries have been opened recently in Matson Lane, Gloucester and Springbank, Cheltenham.

Patients will be kept informed of any developments at their surgery.

## New Health Centre opens

Gloucester Health Access Centre was opened in part of the St Michael's Branch Surgery, off Brunswick Road, Gloucester in May 2009 providing a range of health promotion and medical services between 8am and 8pm, 7 days a week (including Bank Holidays).

Patients do not have to be registered to use its services. Appointments can be made by calling **01452 336290**.



# What is happening in my area?

## Cheltenham

We are working with local GPs on a scheme to provide community based beds for the Cheltenham area for patients who require rehabilitation care but outside of Cheltenham General Hospital.

GPs in the St Pauls area are also working with NHS Gloucestershire on community nursing projects supporting patients with long term conditions e.g. lung disease, and providing care in the patient's own home.



## Gloucester

We have bought the Holly House building from 2gether NHS Foundation Trust with a view to developing a community hospital for Gloucester.

The 2gether NHS Foundation Trust is proposing to vacate Holly House by mid 2010. Following refurbishment, we hope to open the new community hospital at the end of 2010.



## Forest of Dean

Working with local GPs, we want to secure as many outpatient services close to people's homes in the Forest of Dean as possible and in support of this, efforts are being made to secure more outpatient consulting space at the two community hospitals. Recent new clinics have included ophthalmology and mobile chemotherapy. Further clinics for Ear, Nose and Throat, audiology and orthopaedics are being looked at.



## Stroud District

In Berkely Vale, a new health and social care campus will be built in Dursley to replace the existing Berkeley Hospital and Sandpits Clinic in Dursley.

The new facility will be close to the main centre of population in the locality with greater accessibility from other nearby towns.

The campus will provide 20 beds in individual rooms for medical care and rehabilitation, an extended range of outpatient clinics, an extended range of community therapy services, a local minor injuries and illness service and a range of diagnostic services, such as X-ray, with scope for mobile services, such as MRI.

Plans have also been approved to develop a health and social care campus on the former Standish Hospital site.

The campus will provide health and social care services and accommodation for older people with a range of disabilities and also services for local people of all ages.

A provider will be appointed and a detailed scheme developed over the next year.

## Cotswolds

In Moreton-in-Marsh, a new health campus will include inpatient services, diagnostic facilities such as x-ray, along with a Minor Injury Unit and outpatient services.

The plans include new premises for White House and Mann Cottage GP surgeries.

In Bourton-on-the-Water, a range of outpatient services will be provided as well as a local base for community health and social care staff.

A new modern intermediate care unit will be provided in Bourton-on-the-Water with between 10 and 15 community beds supporting specialist therapy services.

In November, a new NHS Treatment Centre will open at Cirencester Hospital. UK Specialist Hospitals will provide day case surgery and associated outpatient clinics. NHS staff will continue to provide a wide range of services at Cirencester Hospital as they do now.



## Tewkesbury

We are looking closely at how best to support even closer working between GPs, community teams, hospital services and voluntary services.

Part of this project is to develop a new community hospital and bring together the three existing GP surgeries onto one site.



### Commitment on same sex hospital accommodation

NHS Gloucestershire is investing £951,000 to further improve

privacy and dignity and ensure same sex accommodation for all inpatients in Gloucestershire by March 2010.

## Patient and Public Involvement

### Listening to our communities

We are committed to involving patients, carers and people who use services in the planning and decision-making process around the services we provide and purchase on their behalf.

### How to 'Get Involved'

There are many ways of 'getting involved' in shaping local health services, from joining a patient group

or the local involvement Network (LINK) to filling in a survey or becoming a volunteer.

If you would like to know more about how you can 'Get Involved' visit the NHS Gloucestershire website [www.nhsglos.nhs.uk](http://www.nhsglos.nhs.uk) or you can write to:

Becky Parish, Assistant Director, Patient and Community Involvement, NHS Gloucestershire  
Freepost: RRZE – ZASK – RRXC,  
Sanger House, 5220 Valiant Court,  
Gloucester Business Park,  
Gloucester, GL3 4FE

or email: [becky.parish@glos.nhs.uk](mailto:becky.parish@glos.nhs.uk)  
or [caroline.smith3@glos.nhs.uk](mailto:caroline.smith3@glos.nhs.uk)



# Get the Right Treatment

Next time you are unwell, and not sure what to do, use this handy checklist to help you to decide:

## Before you ring the GP – think Pharmacist

Pharmacists are experts on medicines and how they work. They are qualified to give advice on common complaints, such as coughs, colds, flu, sore throats, aches and pains, sprains and stomach upsets. They can also answer any questions about medicines and other issues, such as healthy eating and giving up smoking.



## Your GP Surgery

If you have a 'flare up' of a long standing illness such as kidney or lung disease, bronchitis, asthma or diabetes; that is not responding to self care or advice from your pharmacist; a call to your GP Surgery is the best course of action to take. GPs are experts in family medicine. If you are worried about the health of your child they are the best people to call.



## Out of Hours Service

If you need urgent treatment or care 'Out of Hours' that can't wait until the GP surgery re-opens you only need to ring one number for help – 08454 220 220. 'Out of Hours' is the period of time between 6.30pm and 8am on weekdays and covers all day and night at weekends and public holidays.



## Minor Injury Units

Minor Injury Units at a number of local hospitals provide a variety of services to people who are unwell or to people who have had accidents. The size of each Unit, the opening hours and the range of services available varies across the county, so if you're unsure whether it's right for you, contact the Hospitals direct.



## Do I need to go to A&E?

An emergency is a critical or life threatening situation, which may include loss of consciousness, severe breathing difficulties, deep wounds such as stab wounds, severe chest pain or heavy loss of blood. If emergency care is required a trip to A&E or a 999 call for an ambulance is the right course of action to take. If the situation is less critical and you are unsure whether to seek medical help, call NHS Direct on 0845 46 47 for advice.



## Have you tried NHS Direct?

You can call NHS Direct on 0845 46 47 or go to [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk), any time, for advice on what to do if you or a family member feels ill. NHS Direct is a confidential 24-hour advice and health information service staffed by nurses and professional advisers.



# Your GP Surgery

Below are contact details of GP surgeries in Gloucestershire. Over half of our surgeries are now offering extended opening hours for patients who make a routine appointment in advance and who are not in need of urgent help. These surgeries are marked with an asterisk (\*).

## Cheltenham

Berkeley Place Surgery,  
Cheltenham

01242 513975

Corinthian Surgery,  
Cheltenham

0844 477 8960

\*Crescent Bakery Surgery,  
Cheltenham

01242 226336

\*Leckhampton Surgery,  
Cheltenham

0844 477 2432

\*Overton Park Surgery,  
Cheltenham

01242 580511

\*The Portland Practice,  
St Paul's Medical Centre,  
Cheltenham

0844 477 8964

\*Royal Crescent Surgery,  
Cheltenham

01242 580248

\*Royal Well Surgery,  
Cheltenham

0844 477 8962

\*St. Catherine's Surgery,  
Cheltenham

0844 477 8961

\*St George's Surgery,  
Cheltenham

0844 477 8963

Sevenposts Surgery,  
Prestbury, Cheltenham

01242 244103

Sixways Practice, Charlton  
Kings, Cheltenham

0844 477 2551

Springbank Surgery,  
Cheltenham

01242 234306

Stoke Road Surgery,  
Bishops Cleeve,  
Cheltenham

01242 672007

\*Underwood Surgery,  
Cheltenham

01242 580644

Winchcombe Surgery  
01242 602307

\*Yorkleigh Surgery,  
Cheltenham

01242 519049

## Cotswolds

The Avenue Surgery,  
Cirencester

01285 653122

\*Chipping Campden  
Surgery

01386 841894

\*Hilary Cottage Surgery,  
Fairford

01285 712377

\*Lechlade Medical Centre  
01367 252264

\*Mann Cottage Surgery,  
Moreton in Marsh

01608 650764

Moore Health Centre,  
Bourton-On-The-Water

01451 820242

\*The Park Surgery,  
Cirencester

01285 654733

\*Phoenix Surgery,  
Cirencester

01285 652056

\*Rendcomb Surgery  
01285 831257

\*Romney House, Tetbury  
01666 502303

\*St Peter's Road Surgery,  
Cirencester

01285 653184

\*Stow Surgery  
01451 830625

\*White House Surgery,  
Moreton In Marsh

01608 650317

## Forest of Dean

The Blakeney Surgery  
01594 510225

Brunston Practice,  
Coleford

01594 833255

Cinderford Health Centre  
0844 815 1058

Coleford Health Centre  
0844 477 8692

\*Drybrook Surgery  
01594 542239

Forest Health Care,  
Cinderford

0844 477 3681

Holts Health Centre,  
Newent

01531 820689

Lydney Health Centre  
01594 842167

Mitcheldean Surgery  
01594 542270

\*Newnham Surgery,  
01594 516241

Severnbank Surgery,  
Lydney  
0844 477 8645

Staunton Surgery  
01452 840228

\*Yorkley Health Centre  
01594 562437

## Gloucester

Barnwood Road Surgery,  
Gloucester  
01452 523362

\*Bartongate Surgery,  
Gloucester  
01452 422944

Brockworth Surgery,  
Gloucester  
0844 477 3589

\*Cheltenham Road  
Surgery, Gloucester  
01452 522575

\*Churchdown Surgery  
0844 477 3190

\*The College Yard  
Surgery, Gloucester  
01452 412888

\*Gloucester City  
Health Centre  
01452 891110

\*Gloucester Health  
Access Centre,  
01452 336290

\*Hadwen Medical  
Practice, Abbeydale,  
Gloucester  
01452 529933

Heathville Medical  
Practice, Gloucester  
01452 528299

\*Hucclecote Surgery,  
Gloucester  
01452 617295

Kingsholm Surgery,  
Gloucester  
01452 522902

The London Road  
Medical Practice,  
Gloucester  
01452 522079

\*Longlevens Surgery,  
Gloucester  
01452 522695

Matson Lane Surgery,  
Gloucester  
01452 505344

\*Pavilion Family Doctors,  
Gloucester  
01452 385555

Quedgeley Medical  
Centre  
01452 728882

\*Rosebank Health,  
Gloucester  
01452 543000

\*Saintbridge Surgery,  
Gloucester  
01452 500252

## Stroud District

\*Acorn Practice, Dursley  
01453 540540

\*Beeches Green Health  
Centre, Stroud (Swindell  
Practice)  
01453 763980

\*The Chipping Surgery,  
Wotton under Edge  
01453 842214

\*The Culverhay Surgery,  
Wotton under Edge  
01453 843252

\*Frithwood Surgery,  
Bussage, Stroud  
0844 477 8617

\*High Street Medical  
Centre, Stonehouse  
01453 822047

Hoyland House, Painswick  
01452 812545

\*Locking Hill Surgery,  
Stroud  
01453 764222

Marybrook Medical  
Centre, Berkeley  
01453 810228

\*Minchinhampton  
Surgery,  
01453 883793

\*The Orchard Medical  
Centre, Cam  
01453 548666

\*Prices Mill Surgery,  
Nailsworth  
01453 832424

\*Regent Street Surgery,  
Stonehouse  
0844 815 1066

\*Rowcroft Medical  
Centre, Stroud  
01453 764471

\*St Lukes Medical Centre,  
Stroud  
01453 763755

\*Stonehouse Health Clinic  
01453 823144

\*Stroud Valleys Family  
Practice  
01453 764696

\*The Surgery, Frampton-  
on-Severn  
01452 740213

Uley Surgery, Dursley  
01453 860459

\*Walnut Tree Practice,  
Dursley  
01453 540555

## Tewkesbury

\*The Church Street  
Practice, Tewkesbury  
0844 848 4661

\*Jesmond House Practice,  
Tewkesbury  
01684 292813

\*Watledge Surgery,  
Tewkesbury  
01684 293278

## NHS Dental Services

For up to date information on NHS Dentistry across  
the county please call 08454 220505 or visit  
[www.nhsglos.nhs.uk/content/services\\_primary.html](http://www.nhsglos.nhs.uk/content/services_primary.html)



## Hospitals in Gloucestershire

**Berkeley Hospital**  
Marybrook Street  
Berkeley  
GL13 9AD  
Tel: 01453 562000  
Minor Injury Unit:  
8am - 8pm

**Cheltenham General  
Hospital**  
Sandford Road  
Cheltenham  
GL53 7AN  
Tel: 08454 222222  
A&E: 24 hour

**Cirencester Hospital**  
Tetbury Road  
Cirencester  
GL7 1UY  
Tel: 01285 655711  
Minor Injury Unit:  
24 hour

**Dilke Memorial Hospital**  
Speech House Road  
Cinderford  
GL14 3HX  
Tel: 01594 598100  
Minor Injury Unit:  
8am - 11pm

**Fairford Hospital**  
The Croft  
Fairford  
GL7 4BB  
Tel: 01285 712212

**Gloucestershire Royal  
Hospital**  
Great Western Road  
Gloucester  
GL1 3NN  
Tel: 08454 222222  
A&E: 24 hour

**Lydney and District  
Hospital**  
Lydney  
GL15 5JF  
Tel: 01594 598220  
Minor Injury Unit: 24 hour

**Moore Cottage Hospital**  
Moore Road  
Bourton-on-the-Water  
Cheltenham  
GL54 2AZ  
Tel: 01451 820228

**Moreton District Hospital**  
Hospital Road  
Moreton-in-Marsh  
GL56 0BS  
Tel: 01608 650456  
Minor Injury Unit:  
8am - 8pm

**Stroud General Hospital**  
Trinity Road  
Stroud  
GL5 2HY  
Tel: 01453 562200  
Minor Injury Unit:  
24 hour

**Stroud Maternity Hospital**  
Field Road  
Stroud  
GL5 2JB  
Tel: 01453 562140

**Tewkesbury Hospital**  
Barton Road  
Tewkesbury  
GL20 5QN  
Tel: 01684 293303  
Minor Injury Unit:  
8am - 8pm

# Your health & wellbeing

Healthy choices like eating well and being more active can make a real difference to our lives.

On the next few pages are details of services provided by NHS Gloucestershire and our partners to help you look after your health and wellbeing.



NHS Gloucestershire is backing Change 4 Life, a nationwide movement which aims to help us all eat well, move more and live longer.

To find out how you and your family can Change 4 Life and what's happening in Gloucestershire visit [www.nhs.uk/change4life](http://www.nhs.uk/change4life) or call 0300 123 4567.\*

(\*Call to 03 numbers should cost no more than geographic 01 or 02 calls).

## time for change



## Walking the way to health

When it's local – walk. Walking is an easy and free way to keep fit, reduce stress and meet new people.

There are regular health walks running across the county and people of all ages and abilities are welcome. To find your nearest group visit [www.whi.org.uk](http://www.whi.org.uk) or call:

Strolling in Stroud	01453 754501
Gloucester – best foot forward	01452 396707
Cotswold Walkers	01285 623450
Cheltenham Walk Well	01242 775202
Tewkesbury Walk 4 life	01684 272194
Forest of Dean Walking for Health	01594 812382



# Supporting Your Health

Last year, over 3,500 people quit smoking with the **Gloucestershire NHS Stop Smoking Service**.

With us you are 4 times more likely to quit.

Call **08454 220040**, or drop into our shop in Southgate Street, Gloucester open between 10am and 4pm Monday to Saturday.



## Know your limits

If you drink, don't drink too much. NHS advice is that men should drink no more than 3 or 4 units of alcohol a day and women should drink no more than 2 or 3 units a day

- A pint of beer contains 2-3 units.
- A small glass of wine contains 1.5 units.
- A single measure of spirits contains 1 unit.

To find out more about alcohol units and safe limits visit

[www.units.nhs.uk](http://www.units.nhs.uk)



NHS Gloucestershire's Contraceptive and Sexual Health services offer free, confidential advice on all sexual health issues, including contraception, unintended pregnancies, emergency contraception and sexually transmitted infections. Young people can also get advice on sexual health, by visiting [www.sexhelpglos.nhs.uk](http://www.sexhelpglos.nhs.uk) Cheltenham 08454 222374 Gloucester 08454 226201.

## Are you aged between 16-25 and sexually active?

Chlamydia is a serious and often symptomless sexually transmitted disease, but it's easily tested and treated.

Order a free test at [www.best2test-glos.nhs.uk](http://www.best2test-glos.nhs.uk) or talk to your local GP or pharmacist.



One in four of us will experience mental ill health during the course of our lives. Gloucestershire's Little Red Book is a pocket sized guide to where to go for help with concerns about mental health and emotional wellbeing. To order a free copy call 0845 658 3888

**We're Here to Help:** is a free guide to mental health support and advice for older people in Gloucestershire. For information, call 08456 583 888.



Young people under the age of 18 in Gloucestershire who are worried about drug and alcohol use can get free one-to-one support and confidential advice from the Gini team. 01452 503186 or visit [www.webgini.com](http://www.webgini.com)

The **Gloucestershire Children and Young People's Service Directory** is an online guide to local services for children, young people and their families. [www.gloscpdirectory.org.uk](http://www.gloscpdirectory.org.uk)



Concerned about alcohol or drug use, or affected by mental health issues?

**You're not alone. Independence Trust can help**

We are a Gloucestershire charity providing free and confidential support and information to people of all ages. To find out more about how we can help you, your family or your community, visit: [www.independencetrust.co.uk](http://www.independencetrust.co.uk) or call 08458 638 323.



## Your Health in later years

There are a range of physical activity classes for older residents running across the county, such as Active and Able exercise classes and postural stability courses to help with balance and protect against falls. To find your nearest class, contact GUIDe & PALS on 08456 583 888.



**Gloucestershire Dementia Care Trust** provides support to Carers of people with dementia and their families.  
Contact: 01452 550066.

## Community Agents

offer support to older people from Gloucestershire's Chinese, Polish, African-Caribbean, Gujarati and Bengali speaking communities.

To find out more visit:  
[www.communityagents.org.uk](http://www.communityagents.org.uk)  
01452 426868.

## Caring for Carers

### [www.keywords.org.uk](http://www.keywords.org.uk)

is a Gloucestershire website providing information and advice for young people with disabilities and their families. You can also order a free copy of the Little Key Book, a pocket sized guide to local services for young people with disabilities, by contacting



**08456 583 857.**

## 'Looking after Me'

is a free course for adult Carers in Gloucestershire run by NHS Gloucestershire. The course aims to support Carers to learn new skills, build confidence and share experiences.

For further information, contact  
**08454 221 623.**

Local organisations offering support other than your GP.

### **Gloucestershire Young Carers**

[www.glosyoungcarers.org.uk](http://www.glosyoungcarers.org.uk)

01452 733060

### **Carers Gloucestershire**

[www.carersgloucestershire.org.uk](http://www.carersgloucestershire.org.uk)

01452 386283.



## Learning from feedback

Delivering the best quality care for people at the right time and in the right place depends upon listening to feedback and learning from the patient experience.

We want to hear about people's comments, concerns, compliments and complaints. Many problems can be resolved simply by talking to a member of staff who is involved in your care or treatment. If you do not feel comfortable talking to a member of staff you can contact the Gloucestershire Community Patient Advice and Liaison Service (PALS) who will talk to you in confidence and try to resolve the concern or support you in making a complaint. Contact PALS on 0800 0151 548.

To receive this information in other languages please write to:

এ তথ্য বাংলায় পেতে হলে দয়া করে এ ঠিকানায় লিখুন:

如要索取中文訊息，請致信：

ગુજરાતીમાં આ માહિતી મેળવવા માટે કૃપા કરી અહીં લખો:

Aby otrzymać tę informację w języku polskim, prosimy zwrócić się na piśmie do:

یہ معلومات اردو میں حاصل کرنے کیلئے، براے

**FREEPOST RRYY-KSGT-AGBR,  
GUiDE & PALS,  
NHS Gloucestershire, Sanger House,  
5220 Valiant Court, Gloucester  
Business Park, Gloucester GL3 4FE.**

To receive this information in other formats (e.g. Braille, Audio and Large Print), you can also speak to GUiDE & PALS by calling Freephone 0800 0151 548.



**Freephone  
0800 0151 548**  
(if calling within  
Gloucestershire) or  
**0845 658 3888**

**GUiDE  
&  
PALS**  
Patient Advice &  
Liaison Service

# Stop the spread of Flu germs

A close-up photograph of a man with short brown hair, wearing a dark green sweater over a light blue collared shirt. He is coughing into his right hand, with his eyes closed and a pained expression. A cloud of small white dots, representing germs, is visible around his mouth and hand. The background is dark and textured.

- Cover your mouth and nose when coughing or sneezing, using a tissue whenever possible
- Dispose of dirty tissues promptly and carefully – bag and bin them
- Maintain good hygiene – washing hands frequently with soap and water
- Clean hard surfaces (e.g. kitchen worktops, door handles) frequently, using a normal cleaning product

Stay at home when you are sick – if you have a cough and a fever, it is best to rest at home, take medicines to relieve the symptoms and drink plenty of fluids. This will speed your recovery and help prevent the spread of infection.