

HATHAWAY MEDICAL CENTRE

Middlefield Road
Chippenham
Wiltshire
SN14 6GT



Tel: 01249 462775
Out of Hours: 111

If you have profound hearing loss: An email address is available on request for you to submit queries as necessary.

This Hathaway practice leaflet is designed to give patients some basic information regarding our services.

For a more comprehensive guide and downloadable forms/documents, please visit our web site:

hathawaysurgery.co.uk

Disabled Access: The surgery is accessible to patients with mobility difficulties – the main entrance door is automatic, there are no steps into the building and there is a disabled toilet. We also have a lift to access the rest of our building. If you need any assistance, please ask a member of staff.

Reviewed 15.01.24.
By Practice Manager
Next Review January 2025

Welcome to Hathaway Medical Centre.

We care for approximately 16,000 patients in Chippenham and the surrounding area. This care must be organised, and this booklet is designed to help you make the best use of the services available at the surgery.

Practice Manager: Wendy Mant

Practice GP Team

Partners

Dr Johnathan Burrows, MBBS (UCL, 1996) MRCGP MRCS DOHNS DRCOG DFFP

Dr Victoria Ingham, BMedSci BMBS (2005, Nottingham) MRCGP (2011)

Dr Laurie Wilson, MBChB (2010, Liverpool) MRCGP (2015)

Dr Lisa Kramer, MB (2005) MRCGP DGM DRCOG

Additional Doctors

ALL –

Dr Eleanor Pierce, BSc(hons) MBChB (Manchester) 1991 MRCGP

Dr Emma Moorfoot, MBBS (Guy's, King's & St. Thomas' 2007) BA DRCOG MRCGP

Dr Gurmehar Sarkaria, MD, MRCGP 2023

Dr Osawaru Osawe,

Dr Natasha Butters,

Dr Carla Wilcox,

Dr Kenneth Burke,

Dr Georgina Standen,

Retained GP's

Dr Michelle Penn, MBBS MRCGP (2017)

Dr Hannah Carter, BSc Hons (2006) MBChB (Warwick 2011) MRCGP (2016)

GP Registrars

We are a training GP Practice and often have a Registrar working at the surgery as part of their training to become a GP. They are fully qualified doctors who have chosen to specialise in General Practice.

Our Nursing and Additional Roles staff

Our team includes Registered Nurses, Health Care Assistants, Phlebotomists, Physicians Associates and General Practice Assistant.

You can call the surgery and make an appointment with the team; for example, removal of stitches, blood pressure check and change of dressings.

There are also Registered Nurse led clinics for long term health conditions, travel, complex wound management, and minor illness.

Our team are qualified to undertake their roles and we have an ongoing professional development programme.

Our administration teams.

Our Administrative, Reception, information and Secretarial staff work behind the scenes and at the front desk to ensure that the practice runs efficiently and provides the best possible patient experience.

Surgery information

We are responsible for the Health Care of our patients:
Monday to Friday - 8 am to 6.30 pm

Telephone

[01249 462775](tel:01249462775)

Telephones lines are open: 8 am 6.30 pm.

For medical emergencies only **NHS 999**.

Reception Office opening hours.

Monday to Friday 8:00 to 6:30 pm.

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Appointments and administrative queries

All patients who are requesting a GP appointment or have an administrative query will be asked to submit their request using a quick and easy online triage form.

The form can be found on our website (hathawaysurgery.co.uk) or by using the following link: <https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=J83007>

When completing the form please provide as much detail as possible this will help the triaging clinician to deal with your request appropriately and will ensure you are receiving the most suitable appointment/signposting/advice for your health condition.

Once the form is submitted, a doctor will review the form and determine the most appropriate action based on the information provided in the form. You will receive a response within 48 hours of submitting the form.

Patients who do not have access to the internet or are unable to use the form can still call the surgery and one of our reception team will complete the form with you, this will then be sent to the doctor in the same way as patients using the online link. To ensure patient confidentiality, we are unable to complete forms with patients at our front reception desk.

AccuRx Triage will also be able to process requests for admin issues, for example requesting an ongoing sick note, a letter from a Dr, test results etc.

For routine appointments such as smears, blood tests etc. you can call and book a slot.

Opening and Extended Hours

We offer a variety of GP telephone and face to face appointments for the same day, 2 days, and 5-7 days in advance.

The surgery offers extended hours access to our patients and each week we provide early morning and late evening routine appointments on a Tuesday.

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There are also routine appointments available on selected Saturday mornings and afternoons.

Duty Surgery

Each day we hold a Duty Surgery for patients who need medical attention the same day. The triage doctor may offer a duty phone call/appointment after reading your triage form.

Once the Doctor has reviewed the triage form and it is deemed necessary to book a duty doctor appointment a member of the triaging team will contact you to arrange an appointment. The Duty Surgery times are Monday to Friday: 8.00 am to 12.30 am and 1.30 pm to 6.30 pm.

Waiting to see the Doctor/Nurse

We try to keep to the appointment time given to patients. Inevitably, complicated problems take longer than others to discuss, which means that the doctor or nurse will sometimes run late. Emergencies can also cause a delay. You can help us by attending for your appointment on time and by remembering that each appointment is only for one person. If anyone else needs to be seen you should make a separate appointment for them, not ask the doctor to 'fit them in' and therefore keep other people waiting.

Cancelling appointments

If you are unable to attend a booked appointment, please let us know by telephoning 01249 462775 and selecting option 1. This is a recorded message available 24 hours / 7 days a week. Alternatively, if you are registered for online services, you can cancel your appointment online.

House Calls: (01249) 462775

If you need a home visit, please complete the patient triage form or phone the surgery (between 8.30 am and 10.30 am Monday – Friday) and speak to one of the reception team who will complete the triage form with you. Please remember home visits are for patients who are specifically house bound and cannot therefore attend the surgery.

Home visits take up a great deal more of the doctor's time than consultations at the surgery, a proper examination and many tests cannot be done at home. Please attend the surgery unless it is impossible for you to do so.

Any requests made after 10.30am may have to be left until the next day, the clinician reviewing the information will decide the most appropriate action.

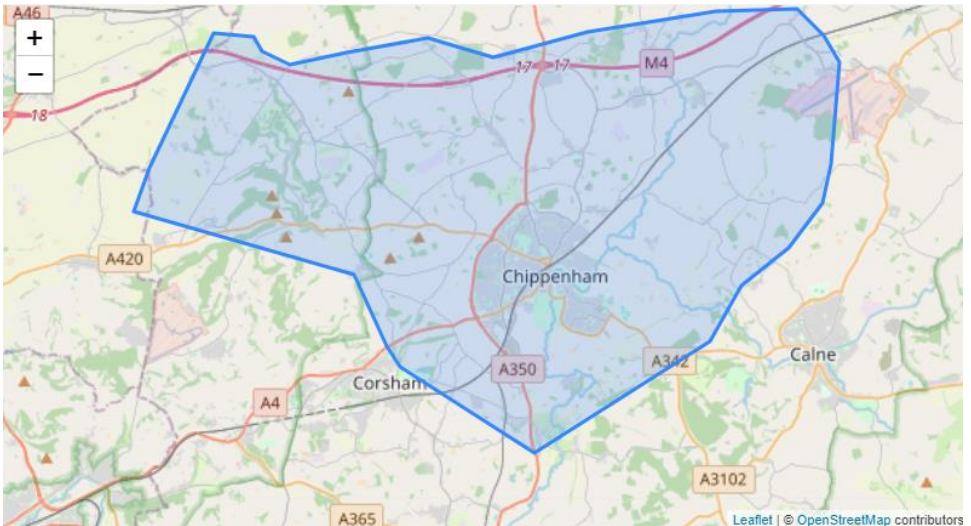
How to register with our surgery

We are pleased to accept new patients who live in Chippenham and surrounding areas onto our practice list who are within our boundary.

Does it matter where I live?

Yes, we can only accept patients who live within our practice area. Practice Area: Chippenham, Kington Langley, Christian Malford, Foxham, Lacock, Yatton Kennell, Castle Combe, Nettleton, Kington St Michael, Langley Burrell, Pewsham and more.

For further details of the practice boundary please see the map below or visit our website: hathawaysurgery.co.uk



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Who will I be registered with?

You will be registered with Hathaway Medical Centre and will be allocated a 'named GP'. We do not operate 'personal' lists and patients are at liberty to see any clinician they choose. However, we strongly encourage patients with chronic diseases or on-going illnesses to try and see the same clinician for continuity of care.

If you wish to register with us, please visit our website – New Patients and this will ask you to select the following link: [Register with a GP surgery \(gp-registration.nhs.uk\)](https://gp-registration.nhs.uk) or alternatively if you do not have access to a computer please call into reception and collect a registration pack.

If collecting a registration pack from the surgery, you will be asked to complete a standard **Registration form (GMS 1)** and a **New Patient questionnaire**.

When registering please ensure you also know the following:

- Full name including previous names.
- Date and place of birth
- Last address (we cannot register you without a previous address)
- New address and post code
- Last name and address of your previous doctor
- NHS number (if known) – this is different from your National Insurance number!

If, at the time of registering, you are taking regular medication you will need to have an appointment with a doctor.

Named GP

All practices are required to provide their patients with a named GP who is responsible for patients' overall care at the practice. If you express a preference as to which GP that is, the practice will make reasonable efforts to accommodate this request.

This does not prevent you from seeing any other GP in the practice.

The named GP will take lead responsibility for the coordination of all services required under the contract and ensure they are

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delivered to each of their patients where required (based on the clinical judgement of the named GP)

Patients will be informed of their named GP at the time of registration. If you wish to know the name of your named GP, please ask the receptionist.

University Students

When a student starts University, they may be asked to register with the University Medical Centre. Once this is done, their medical records are transferred from the surgery and sent to the University Medical Centre which becomes their registered GP surgery.

If a student returns to their home address during the holidays and requires medical attention, they can be registered at the surgery as a “Temporary” patient.

If a patient who currently resides in The Hathaway “Outer Boundary” leaves the practice to register with their University Medical Centre and requires medical attention when they return home, we are unable to register them as either a “Temporary” patient or a “Permanent” patient as we only take registrations from patients who live within our catchment area.

New Patient Questionnaire

We require all new patients to complete a confidential questionnaire about their medical history. This will help the doctors and nurses at Hathaway appreciate your health needs. Should you have any queries please ring or call into the surgery and speak to one of the Receptionists.

Change of Personal Details

If you change your name, address, or telephone number, please inform reception so our records can be updated. For change of name, we will need to view official documentation as proof of identification.

General information

Specimens

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All specimens must be received before 16:30pm (weekdays only) to link with hospital transport. Please ensure that your name and date of birth is written on the specimen bottle.

Any sample should have been requested by a clinician; we are unable to accept random samples that are brought in.

Test Results

It is the responsibility of the patient to obtain all test results – both normal and abnormal.

To obtain results of tests taken by your GP, treatment room nurse and x-ray scan results, please check on your SystmOne online account or NHS account if registered for online services, alternatively telephone the surgery after 10.00pm if possible, to avoid the early morning 'telephone rush'. Laboratory results usually take between three to five days and x-ray/scans will take longer. Please note that tests and x-rays done in hospital clinics are not normally sent to your doctor.

Intimate Examinations / Chaperones

You are entitled to ask for a chaperone to be present during intimate examinations. Please ask in advance if you wish the practice to provide a chaperone. The clinician supporting you may also request a chaperone when they are examining you, but they will discuss this with you at your appointment. Please remember that personal information will be discussed during your consultation.

Interpreting/Translation services

If you need help with interpreting or translation, please initially try and arrange for a friend or relative to accompany you. If this is not possible the surgery can access language line and deaf interpreting services, please indicate this at the time of booking your appointment so additional time can be scheduled to accommodate the use of language line.

Smoking (including e-cigarettes) and mobile phones.

The use of these is not permitted anywhere in, or outside the building. Please leave the site if you wish to smoke.

Private Medicals and Certificates:

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NHS General Practice is responsible for providing comprehensive medical care to its local population. It is not funded to provide services such as:

- Supporting letters to employers
- Private sick note
- Passport applications
- Private medical insurance claim forms
- Holiday insurance claim forms
- Immunisation certificate
- LGV/Taxi driver medicals
- Driver medicals.

A charge is made for the provision of these services.

Freedom of Information Act

The Freedom of Information Act became law on the 30th of November 2000. The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A publication scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available on request from the practice manager.

Confidentiality

All records on file or on the computer are strictly confidential; they will not be disclosed to anyone, unless we have written permission to do so, except in exceptional circumstances. Please be aware that if you allow someone to accompany you into a consultation, your paper/computer medical records may be seen/disclosed.

Privacy Notice

The practice has produced a privacy notice, which explains how we use your medical records. For more information, please enquire at reception, or visit our website (hathawaysurgery.co.uk) A copy of the privacy notice can be found under 'Privacy'.

Violent / Abusive Patients

This surgery has a zero-tolerance policy with regards to violent/abusive patients.

The definition of violence/abuse: “Any incident where a GP or member of staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health”.

If an incident occurs, the practice will telephone the police and that patient may be removed from the practice list.

Our responsibility to you and your responsibility to us

All patients will be treated with respect, kindness, and dignity, irrespective of ethnic origin, religion, cultural beliefs, sex, or age. We ask that you treat the practice staff with the same courtesy and respect.

Carers

We are committed to providing support for our patients who have a role of caring for someone else.

If you are a Carer, the surgery has a lot of information on ways in which you may be able to access help.

For information, please enquire at the reception desk.

Prescriptions and charges

Repeat Prescriptions

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, prescriptions are now computerised.

Ordering Repeat Prescriptions

The easiest and preferred method to order repeat prescriptions is through our secure online service using the [Airmid App or SystemOnline](#). Alternatively, you can call the surgery on 01249462775.

Please note we no longer accept repeat slips at reception or via email due to safety reasons.

To collect your prescription

Please allow 3-4 working days for your prescription request to be processed by the surgery.

Please allow 5 working days for the pharmacy to make your prescription ready for collection.

Electronic Repeat Dispensing (eRD)

The eRD service:

- Is a more convenient way for you as you no longer need to request medications from the surgery
- Allows community pharmacy teams to be more efficient in the dispensing of your medicines
- Frees up time in GP practices to allow better patient care

This service is suitable if you require a small number of regular medications.

Prescription Charges

NHS charges

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

- Prescription (per item): £9.90
- 3-month prepayment certificate (PPC): £32.05
- 12 Month PPC: £114.50

If you have to pay for 4 or more prescription items in a 3-month period, and or more than 14 items in 12 months, it may be cheaper for you to buy a PPC.

Prescription Pre Payment-Certificate

Check the Department of Health website for eligibility and current costs.

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Services

Cervical Smears: Women will be invited for a smear test between the ages of 25 – 64. Invitation is as follows:

- First call will be at age 25.
- Women aged 25 – 49 will be screened every three years.
- Women aged 50 – 64 will be screened every five years.

Invitations are sent out by Wiltshire Shared Services and the smear test is carried out by the practice nurses at the surgery.

Chronic Disease Management: Patients who have diabetes, asthma and or heart problems will be invited to the relevant clinic on an annual basis.

Counselling: Many people seek help because they feel distressed and bewildered by life's events. Reasons such as bereavement, relationship difficulties, changes at work, coping with sickness or retirement are common.

Hathaway provides a service through the NHS, run by Talking Therapies. You do not have to see a GP to access this service. To book or cancel an appointment, please call Talking Therapies on 01380 731355.

Maternity Services: All doctors provide maternity and post-natal care.

When you know you are pregnant, call Chippenham Birthing Centre on 01249 456467.

NHS Health Checks: For Adults aged 40-74, patients eligible will be invited to book an appointment at the surgery. Patients who have been in the age group for 5 years and have not received the Health Check, can request an appointment.

Travel Advice and Immunisation:

The following travel vaccines are included in the services the NHS provides, Hepatitis A, Typhoid and Tetanus.

If you require any additional vaccines for travelling abroad, you will need to visit a private travel clinic.

For more details, please contact the reception team. Please note you will be asked to complete and return a "Travel Risk Assessment" form and once completed and returned an appointment will be booked with a Nurse.

Women's Health: We provide a full family planning service. If you would like advice about contraception including implants and coils, HRT and Pill checks, please make a routine appointment in a Nurse Clinic.

Minor Injuries/Accidents: Minor Injuries are dealt with at Chippenham Community Hospital. Please do not fill in medical SystemConnect triage forms for injuries.

Examples of injuries they can treat, sprains and strains, broken bones, wound infections, minor burns and scalds, minor head injuries, insect and animal bites, minor eye injuries, injuries to the back, shoulder, and chest.

Patients with more serious injuries should attend Accident and Emergency at The Royal United Hospital, Bath, or Great Western Hospital, Swindon.

6 Week Mother and Baby Checks: Mothers and their new-born babies are entitled to a check-up at six weeks of age.

To arrange this, make a routine appointment with a GP with this specialism, using our online form. Immunisation appointments may only be booked after this check-up.

Childhood immunisations

We offer a comprehensive childhood immunisation programme. Parents/Guardians will automatically be informed by Wiltshire Children's Services that their child's immunisations are due, and the Parent/Guardian will be invited to contact the surgery to make an appointment.

Please check the following points before bringing your child to the surgery for an immunisation injection.

If the answer to any of the following question/s is **'Yes'**, then please inform the Practice Nurse.

- Is your child suffering from any feverish illness?
- Has your child ever had a fit or convulsion?
- Is your child taking steroid treatment?
- Does your child suffer from any disease affecting his/her immune system?
- Does your child suffer from a severe reaction to eggs?
- Has your child suffered a reaction to a previous injection?

| When to Immunise | What is given |
|---------------------------|---|
| 8 weeks | Diphtheria, Tetanus, Pertussis and Polio, Haemophilus Influenza type b (DTaP/IPV/Hib), Pneumococcal (PCV), Rotavirus (Rotarix), Men B (Bexsero) |
| 12 weeks | Diphtheria, Tetanus, Pertussis and Polio, Haemophilus Influenza type b (DTaP/IPV/Hib) Meningitis C (Men C) and Rotavirus (Rotarix) |
| 16 weeks | Diphtheria, Tetanus, Pertussis and Polio (DTaP/IPV/Hib) Pneumococcal (PCV) Men B (Bexsero) |
| 12 months | Haemophilus Influenza type b, Meningitis C, Hib/Men C, Measles Mumps Rubella (MMR) |
| 3years 4month + | Measles, Mumps and Rubella MMR |
| Girls aged 12-13 (school) | HPV |
| 13-18year old (school) | Tetanus, Diphtheria and Polio Men ACWY |

Attached staff

Health Visitors: They advise on preventative and general health care, especially for children under five, and can be contacted on 0300 247 0082.

Community Nurses: Requests for Community Nursing Services can be made, usually on discussion with a Dr. The Community Nurses only visit those patients that are housebound with a clinical need.

Community Midwives: Antenatal clinics are held at Chippenham Birthing Centre.

Patient Participation Group (PPG)

The Hathaway Patient Participation Group was established in 1998, to promote better communication between the Primary Health Care Team at Hathaway and its patients.

The PPG help the surgery from a patient's perspective and run information sessions once a year for our practice population. If you are interested in becoming a PPG committee member or would like to know more about the group, the Practice Manager would be pleased to provide further information.

Access to On-line Services

We are pleased to be able to offer our patients a variety of on-line services.

What are On-line Services?

By accessing this facility, you can:

- Order repeat prescriptions
- Book routine GP Appointments
- Cancel appointments.
- Update your contact details.
- View your Summary Care Record (medication and allergies)
- View your Medical Record Detailed Read Coded entries.
- View your medical records from the date you register for online services.

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How do I access these services?

Due to the confidential nature of this facility, all patients requesting access will need to read the Patient Access to On-line Services Terms and Conditions leaflet and complete an application form. Identification needs to be seen when applying for online service access to your medical records.

Where can I find these documents?

- Reception staff will be able to supply you with the information.
- Downloadable from the practice web site:
[\(\[hathawaysurgery.co.uk\]\(http://hathawaysurgery.co.uk\)\)](http://hathawaysurgery.co.uk)

Access to medical records

All patients can request access to their medical records and copies can be supplied by completing an application form that you will fill in to ensure you understand our policies around seeing your medical records.

For full details on Access to your medical records, visit our web site and view “Access to medical records”.

Sharing your health record

What is your health record?

Your health record contains all the clinical information about the care you receive. When you need medical assistance, it is essential that clinicians can securely access your health record. This allows them to have the necessary information about your medical background to help them identify the best way to help you. This information may include your medical history, medications, and allergies.

Why is sharing important?

Health records about you can be held in various places, including your GP practice and any hospital where you have had treatment. Sharing your health record will ensure you receive the best possible care and treatment whenever you need it. Choosing not to share your health record could have an impact on the future care and treatment you receive. Below are some examples of how sharing your health record can benefit you:

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- Sharing your contact details - *This will ensure you receive any medical appointments without delay.*
- Sharing your medical history - *This will ensure emergency services accurately assess you if needed.*
- Sharing your medication list - *This will ensure that you receive the most appropriate medication.*
- Sharing your allergies - *This will prevent you being given something to which you are allergic.*
- Sharing your test results - *This will prevent further unnecessary tests being required.*

Is my health record secure?

Yes. There are safeguards in place to make sure only organisations you have authorised to view your records can do so. You can also request information regarding who has accessed your information from both within and outside of your surgery.

Can I decide who I share my health record with?

Yes. You decide who has access to your health record. For your health record to be shared between organisations that provide care to you, your consent must be gained.

Can I change my mind?

Yes. You can change your mind at any time about sharing your health record, please just let us know.

What is Shared Administration within the Primary Care Network (PCN)?

Our practice is working together with other local practices across Chippenham, Corsham and Box as part of a Primary Care Network (CCB PCN). These changes were introduced by the NHS in 2019 to help find new and better ways to care for our patients. More details, including a helpful video explaining PCNs can be found here: <https://www.england.nhs.uk/primary-care/primary-care-networks/>

Some examples of how us working better together include:

- We established a Covid Vaccination Hub at Rowden Surgery in Chippenham to vaccinate many thousands of our patients against COVID during the pandemic.
- We have an Urgent Care Centre at New Road Surgery in Chippenham to improve access for our patients who need same-day urgent care.
- We have created a "Living Well Team" to improve how we provide non-medical care to our more isolated and vulnerable patients.
- Our "First-Contact Physiotherapists" who can see our patients quickly and without the need for a GP referral.
- Our PCN Pharmacists can provide expert advice to both professionals and patients across the PCN.

To provide co-ordinated care such as this, the doctors and nurses at our GP surgery are working together with colleagues from across the PCN. Our team now includes doctors, nurses, pharmacists, paramedics, physiotherapists, general practice assistants, and physicians associates all working alongside the usual GPs and nurses that you might expect to see at a GP practice.

These changes mean that we need to access our patients' notes from the other CCB PCN GP surgeries and from our PCN offices. This is known as "shared administration". Being able to share access to your medical notes in this way also gives us the ability to work from other premises in the event of a major incident e.g., a fire, that would prevent us from using our own surgery.

What is your Summary Care Record?

Your Summary Care Record contains basic information including your contact details, NHS number, medications, and allergies. This can be viewed by GP practices, Hospitals, and the Emergency Services. If you do not want a Summary Care Record, please ask your GP practice for the appropriate opt out form. With your consent, additional information can be added to create an Enhanced Summary Care Record. This could include your care plans which will help ensure that you receive the appropriate care in the future.

How is my personal information protected?

Hathaway Medical Centre will always protect your personal information. For further information about this, please see our Privacy Notice or please speak to a member of our team.

For further information about your health records, please see:

www.nhs.uk/NHSEngland/thenhs/records

For further information about how the NHS uses your data for research & planning and to opt-out, please see: www.nhs.uk/your-nhs-data-matters

Suggestions and Complaints

Our aim is to provide the highest level of care for all our patients.

We will always be willing to hear if there is any way that you think that we can improve the service we provide.

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of the NHS complaints system which meets a national criterion.

For full details on how to make a complaint, Hathaway Surgery complaints procedure form is available at reception or downloadable from our web site.

Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. Feedback from our patients is updated regularly and this can be found on our website and the PPG noticeboard.

Accessible Information Standard – what is it?

It aims to ensure patients and carers with a disability, impairment, or sensory loss.

- Get information they can access and understand.
- Receive any communication support they need.

Please talk to any of our team, we want to ensure we communicate effectively with you.

For more details, please visit the following website:

www.england.nhs.uk/accessibleinfo

For further information about medical services in this area please contact:

Bath and Northeast Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB)

Jenner House

Unit E3

Langley Park

Avon Way

Chippenham

SN15 1GG

Telephone 0300 3047500

Email:bswibc.post@nhs.net

Useful telephone numbers

| | |
|--|----------------|
| Royal United Hospital, Bath | (01225) 428331 |
| Chippenham Community Hospital | (01249) 447100 |
| Chippenham Birthing Centre | (01249) 456438 |
| St. Martin's Hospital | (01225) 832383 |
| The Bath Clinic | (01225) 835555 |
| Great Western Hospital, Swindon | (01793) 604020 |
| Circle Bath | (01761) 422222 |
| Samaritans | 08457 90 90 90 |
| New Highway (formerly known as BADAS) | (01225) 469479 |
| Wiltshire Council | 0300 456 0100 |
| DHS (Department of Health and Social Security) | (01249) 428000 |
| Social Services | (01249) 444747 |
| Registrar of Birth, Death, and Marriages: Chippenham | (01249) 654361 |

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| | |
|-----------------------------------|----------------|
| Out of Hours medical care | 111 |
| Boots (Chippenham) | (01249) 652087 |
| Allied Pharmacy | (01249) 449142 |
| Rowden Hill Pharmacy | (01249) 446715 |
| Morrisons Pharmacy | (01249) 464241 |
| F.W. Jones & Son Funeral Director | (01249) 847882 |
| Police | 101 |
| PALS | 0300 561 0250 |