



## What do you think of our service?

**Tell us what you think**

1. Do you think the idea is a good one?

Yes

No

Not sure



**2**  
**weeks**

- We always want to make our services better
- Your comments or complaints help us
- If you are unhappy about our service, please tell us:
  - Fill in the form in our Easy Read Complaints leaflet. You can ask someone to help you fill it in
  - We will reply in less than 2 weeks to tell you what we are doing about your complaint

## MERSTOW GREEN MEDICAL PRACTICE



Abbey Lane  
Evesham  
Worcestershire  
WR11 4BS

01386 765600



[www.merstowgreenmedicalpractice.co.uk](http://www.merstowgreenmedicalpractice.co.uk)



## When the Practice is open

### Practice opening weekdays

Monday	8.00am to 6.30pm
Tuesday	8.00am to 6.30pm
Wednesday	8.00am to 8.00pm
Thursday	8.00am to 8.00pm
Friday	8.00am to 6.30pm

### The Practice is closed at weekends

### Dispensary opening weekdays

Monday	8.00am to 6.00pm
Tuesday	8.00am to 6.00pm
Wednesday	8.00am to 6.00pm
Thursday	8.00am to 6.00pm
Friday	8.00am to 6.00pm

### The Dispensary is closed at weekends



8:00



6:30



8:00



6:00



## Access

- There is a ramp access to the Practice from the back of the car park if required
- There are accessible toilets and a Changing Places toilet
- There is an induction loop in Reception
- We have health information in large print, easy read and other languages when requested



## Repeat prescriptions

This means getting more of your usual medication without seeing a Doctor



How to get a repeat prescription:

- Hand in a repeat prescription form any weekday when we are open
- We have a post box on the wall so you do not have to queue
- We can help you fill in the form
- Local chemists can deliver your medication for you. Ask at Reception about this
- Your prescription should be ready in 2 days



**2 days**

## Practice staff

### DOCTORS

Dr John Egan

Dr Emma Shackley

Dr Holly Ash

Dr Chethan Reddy

Dr Katie Reeve

Dr Siddarth Viswanath

Dr Yuliya Gonzalaz Sanchez



## Practice staff

### NURSES

Sister Tracy Lavery

Sue Higley

Mandy Hamblin

Ruth Duncan

Sue Attwood



## How to make an appointment

Telephone 01386 765600

If you need an urgent appointment on the same day telephone at 8.00am

The telephone lines can get very busy. Telephone after 10.30am if it is not urgent

You can come to the Practice and ask for an appointment

You can pre-book an appointment with your usual Doctor. This helps us get to know you better and give you better care



## New patients

If you want to join this Practice, you need to live in the local area. Please make a registration appointment



Bring your medical card if you have one. If you have lost your medical card we can give you a form for a new one



New patients will have a routine health check



We will ask you to fill in a form with your medical details. We can help you fill it in



## When the Practice is closed

If you need a Doctor's advice or treatment when we are closed, please telephone 111



### **NHS Direct**

You can call **NHS Direct** on **0845 4647** to speak to a Nurse



### **Call 999 in an emergency**

**An emergency is if you have chest pains or you are short of breath**



## Tests and results

Sometimes the Doctor or Nurse will need to do a test to find out what is the matter with you



Tests will be done in the Practice and then sent away



You can make an appointment with your Doctor to get the results of your tests



Or you can telephone the Practice for your results from 1.00pm to 3.00pm.  
01386 765600 – option 4



It takes 3 days for most test results to come back to the Practice

## Clinics and services

We have special clinics for:

- Diabetes
- Asthma
- Cervical screening
- Contraception
- Minor ailments
- Vaccinations and immunisations

