

# Portcullis Surgery

*Providing the best possible health care to patients in a safe, effective and caring environment*



*Monday 8:30am until 6pm (6.30pm - 8pm pre-booked appointments only)*

*Tuesday 8:30am until 6pm (6.30pm - 8pm pre-booked appointments only)*

*Wednesday 8:30am until 6pm (6.30pm - 8pm pre-booked appointments only)*

*Thursday 8:30am until 6pm*

*Friday 8:30am until 6pm*

*Saturday 8:30 until 12:30 1 or 2 Saturdays per month for pre-booked appointments only*

*Sunday CLOSED*

*During out of office hours call 111 for advice*

Portcullis Lane, Ludlow, SY8 1GT

Telephone: 01584 872939


Email: [portcullis.surgery@nhs.net](mailto:portcullis.surgery@nhs.net)

[www.portcullis-surgery.co.uk](http://www.portcullis-surgery.co.uk)




# OUR COVID-19 SAFETY MEASURES


## The steps we take to protect everyone in this building




**ROOMS STERILIZED USING UV LIGHT TECHNOLOGY**  
At the start of the pandemic we installed a 'Hot Room' accessible from outside to see any patients with covid symptoms. This and other rooms are sanitised using an automatic UV light sterilizer.




**TELEPHONE AND VIDEO CONSULTATIONS**  
We offer telephone, video and email consultations where possible to reduce the number of people needing to come to the surgery.




**100% OF OUR STAFF ARE DOUBLE VACCINATED**  
All of our staff - cleaners, receptionists, office personnel and clinicians have had two doses of a Covid vaccine.



**SOCIAL DISTANCING IN OPERATION**  
Seating in the reception and in clinical rooms is socially distanced.



**MASKS WORN AT ALL TIMES**  
We ask that all staff and patients entering the surgery wear a correctly fitting mask at all times and sanitize their hands upon entry and is free to use any of the many sanitizing stations throughout the building.



**TWICE WEEKLY TESTING OF ALL STAFF**  
All staff undergo lateral flow testing at least twice a week.



**Portcullis Surgery**  
PROVIDING THE BEST HEALTHCARE IN A SAFE, EFFECTIVE AND CARING ENVIRONMENT








### Portcullis Surgery catchment area

Ludlow	Cleehill	Elton
Bromfield	Angelbank	
Munslow	Caynham	Aston
Diddlebury	Middleton	Wootton
Peston	Crete	Burrington
Clee St Margaret	Whitton	Hopesay
Stoke St Milborough	Richards Castle	Aston on Clun
Culmington	Ashford Carbonell	Clunbury
Onibury	Bitterley	Purslow
Craven Arms	Orleton	Clungunford
Wistanstow	Woofferton	Broome

## Welcome

**Welcome to Portcullis Surgery, the friendly medical practice in the heart of town.**

Portcullis Surgery is a four Partner Practice,. Our partners Dr Beanland, Dr Hazeldine and ANP Godding work together with an enthusiastic team of 6 GPs, 1-2 trainee GPs, 3 ANPs and 2 nurses, student nurses and medical students.

We cater for patients in the Ludlow area. We are proud to offer both routine face to face and telephone appointments to be booked and have done so throughout the pandemic.

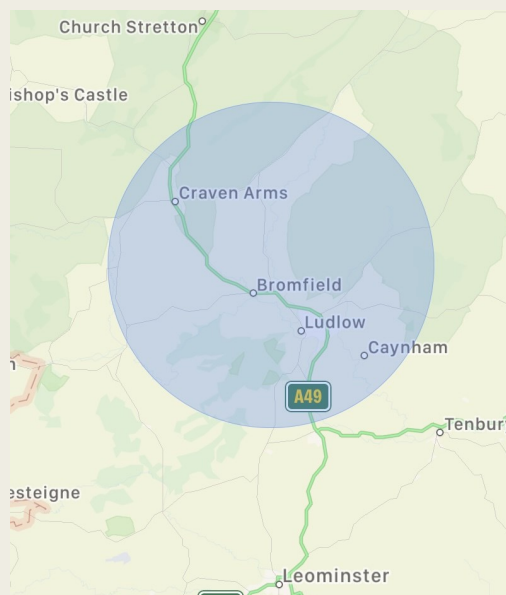
## New Patients

You can see from the map our patient catchment area for full registration. If you are resident in this area, you are welcome to register with us.

**CLICK ON THE LINK BELOW TO REGISTER WITH US (you can do the whole thing online without the need to come to the surgery)**

<https://portcullis-surgery.co.uk/new-patients/>

If you live in Shropshire, but outside of our catchment area, then you may still register with us as an out of area patient providing that you understand we will not be able to do home visits more than 20 miles away from our practice.



## Help us keep your data up-to-date



**We need to hold personal information about you to help us to look after your health needs. Please help to keep your record up-to-date by informing us of any changes to your details**

If you would like a copy of our disclosure and storage of patient information policy please ask at reception

# Our Doctors and Advanced Nurse Practitioners



**Dr Catherine Beanland MBBCh. DRCOG. DCH. MRCGP.**  
Senior Partner and Business Partner

***Monday, Tuesday, Wednesday & Thursday***  
***Extended Hours Tuesday evenings***

*Special Interests: Family Planning | Gynaecology |  
Community Hospital lead, Medical Education | Palliative  
Care | Joint injections and Minor Procedures*



**ANP Joy Godding RGN Specialist Practitioner BSc (Hons)**  
Partner and Advanced Nurse Practitioner

***Monday, Wednesday, Thursday & Friday***  
***Extended Hours Monday evenings***

*Special interests: Diabetes and Long Term Conditions*



**Dr Poppy Hazeldine MBBS. MRCGP.**  
Partner

***Monday, Tuesday, Thursday & Friday***  
***Extended Hours Tuesday evenings***



**Dr Dorian David Yarham MBChB. DRCOG. MRCGP.**  
Salaried GP  
***Wednesday & Thursday***

*Special Interest: Medical Students Education | DVLA Lead*

***Dr Dora Hemson BSc. MBChB. MRCGP.***  
***Salaried GP***  
***Wednesdays & Fridays, currently on maternity leave***

*Special Interest: Women's Health / Medical Student Education*



***Dr Alan Perks BSc. MRCGP.***  
***Salaried GP***  
***Tuesdays & Fridays***

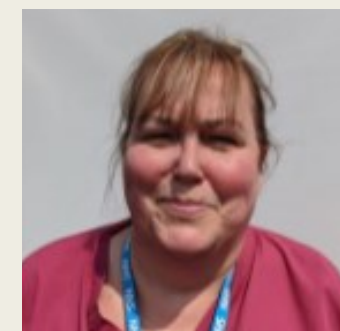
*Special Interest: Special interest, Geriatric medicine,  
Paeds, Minor surgery, Joint injections and Nexplanon  
contraception implants*



**ANP Amanda Robinson RGN DIPHE Cert Diabetes Cert COPD**  
Advanced Nurse Practitioner

***Tuesdays, Wednesday, & Thursday***

*Special Interest: Diabetes, COPD | Chronic Disease,  
Care Homes*



**ACP Liz Starkie Msc. Bsc. (Hons). RN.**  
Advanced Clinical Practitioner

***Mondays , & Tuesdays***

***Special Interest: Management of long term conditions,  
acute illness, respiratory illness and diabetes, elderly and  
complex care, frailty and palliative care***



# Our Nursing Staff

**Sister Joanne Gray**

**Tuesday, Wednesday, Thursday & Friday**  
**Extended Hours: Tuesday evenings**

*Special Interest: Wound Care | Childhood Immunisations/  
Travel Immunisations / Smears / Microsuction*



**Sister Heidi Morris**

**Monday and Friday**  
*Special interests: Childhood Immunisations / Health Checks*

**Angie Runicles HCA**

**Every weekday morning, Monday and Thursday evenings.**  
**Extended Hours Mondays evenings**

*Special Interest: Phlebotomy, /Wound Care / Health Checks/  
Ear Irrigation*



# Locum and Trainee Doctors

**Dr Ikenna Ezeamii**

**Mondays, Tuesdays and Wednesdays**  
**Locum Dr covering Dr Hemsons maternity leave**



**Dr Emmanuel Kobia**

**Tuesdays, Thursdays and Fridays**

**Dr Victoria Peters**

**Mondays, Wednesdays, Thursdays and Fridays**  
**Trainee GP**



# Our Nursing & Auxiliary Staff

**Siri Lewis**

**Counsellor** Foundation degree in counselling theory and practice

**Monday, Tuesday and Wednesday afternoon and evenings**

*Special interest: Anxiety and Young People*



**Phil Bates**

**Thursdays**  
**Clinical Pharmacist**

Phil has a clinical interest and experience in asthma and COPD, medication safety in the frail and elderly patient and reviewing complex polypharmacy.



**Marta Oblazewicz. Online Physiotherapist. Mondays**

Online Physiotherapist Wide variety of physiotherapy interests from pain management, sport injuries to post surgery rehabilitation.

**Julie Bates**

**Thursdays**  
**Pharmacist technician**

She has an interests in allergies and asthma and is keen to get involved with the environmental impact of inhalers. She is also available for housebound visits with patients to aid medication compliance and en-



**Community & Care Coordinator Appointments**

**Judith Sharod**

**Monday, Tuesday, Thursday and Friday mornings**

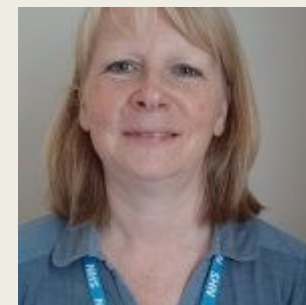
Our Community & Care Co-ordinator, Judith Sharod) helps patients and their relatives to find information, support and advice. If your question is not directly medical, but is impacting on your life, Judith is the person to speak to.

They assist patients across all age groups in need of help,



**Mrs Helen Davies MacMillan Care Coordinator Thursdays and Fridays**

MacMillan Care Coordinator Available to provide non-medical support following a cancer diagnosis and treatment



**Mrs Anna Austin MacMillan Nurse**

Severn Hospice Nurse Available to provide medical support following a cancer diagnosis and treatment



# Our Clinics



## Family Planning and Women's Health

*including insertion of coils, implants and pessaries*

The reception team will then book an initial telephone call with a nurse, health care assistant or Doctor to discuss.

Dr Beanland carries out coil fits and Nexplanon fits at the surgery and fits ring pessaries.

De Hazeldine fits ring pessaries also.

Nurse Jo, Amanda and Joy carry our smears.

Nurse Joy and Amanda can do ring pessary changes.

## Minor Surgery and procedures

*Joint Injections and other procedures*

Dr Beanland and Dr Perks carry out minor surgical procedures such as removal of small lumps and bumps (not on face or neck), cryotherapy, joint injections, trochanteric bursitis

Dr Beanland also performs Epley manoeuvre.s



## Long Term Condition Reviews and Medication Reviews

All patients with a long-term medical condition are asked to have an annual check with a nurse once a year. To help make it easy for you to remember when your check-up is due, the Practice aims see you during the month of your birthday.

Our Diabetic and COPD Nurses are Amanda and Joy.



## Health Checks

The [NHS Health Check](#) is a health check-up for adults in England aged 40 to 74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. If you're in the 40 to 74 age group without a pre-existing condition, you should receive a letter from your GP surgery or local council inviting you for a free NHS Health Check every 5 years.



## Healthcare Assistant and Nurse Clinics

*Blood tests, ECGs and health checks*

Daily clinics 8.30am-12.30

## Wound and Dressings

*Monday and Thursday afternoons*

Review Dressing appointments can be booked directly by the receptionist .

Angie , Jo and Heidi are our leads.



## Child Immunisation and Child Development

*Daily*

Clinics for new baby check-ups, 6-week postnatal checks and pre-school immunisations. These clinics can be booked directly by the receptionist.

Heidi and Jo are our leads.

## Travel Clinics and Foreign Travel

If you're planning to travel outside the UK, our Practice Nurse Jo can provide comprehensive advice about overseas travel and which Vaccinations you require for your travels.

We recommend you make an appointment with our nurses at least 8 weeks before you're due to travel and complete the travel risk assessment form on our website.

<https://portcullis-surgery.co.uk/portcullis-travel-risk->



## Microsuction and Ear Irrigation

*Wednesday & Friday afternoons*

Our HCA Angie and Nurse Jo s trained to do Ear Irrigation and Microsuction.,



# Extended Hour appointments



## Extended Hour Appointments

Locally the pre-bookable appointments are currently available as follows:

- Weekday evenings (Monday to Friday) between 6.30pm and 8pm
- Saturdays between 8am and 1pm

### How can I book an appointment?

Simply contact as usual and ask for an extended hours appointment.

As a Portcullis patient, our receptionists can book you an extended hours appointment in any of the practices below:

### Availability of Extended Hours Appointments

**Portcullis patients:** Monday, Tuesday and Wednesday evenings, Friday evenings and Saturdays mornings on a rota. Dr, ANP, Nurse and Counsellor appts available

**Clun patients:** Alternate Thursday evenings, Friday evenings and Saturdays mornings on a rota. Dr appts available

**Craven arms patients:** Friday evenings and Saturdays mornings on a rota. Dr appts available

**Bishops Castle patients:** Monday evenings, Friday evenings and Saturdays mornings on a rota. Dr and ANP appts available

**Station Drive patients:** Monday, Tuesday, Wednesday and Thursday evenings, Friday evenings and Saturdays mornings on a rota. Dr, Nurse and HCA appts available

# A Practice for all

## We are an LGBT inclusive practice

At Portcullis Surgery we are committed to ensuring people feel confident to use our services no matter who you are and we are committed to making sure all our patients feel supported and listened to.

## Health Screening

It is important that we have information about your gender identity and sexual orientation as this may allow us to invite you to appropriate health screening for you.

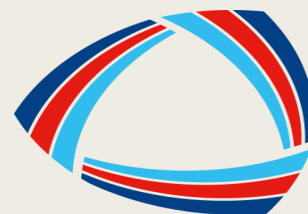
Breast cancer screening, cervical smear screening, and abdominal aortic screening invitations are gender specific, so if you are transgender you may not be invited to the correct screening unless you let us know.



## Portcullis Surgery is proud to be an Armed Forces Veteran friendly Accredited GP practice

Regardless of when you left the military, please tell us that you've served in the UK Armed Forces. This will help our practice to better understand any military related health conditions that you may have and ensure that you are referred, where appropriate, to dedicated services for veterans.

Our lead GP for veteran services is Dr Targett.



**Armed Forces veteran friendly accredited GP practice**

Could you spare  
two hours  
a week?



You would make a world of difference to  
someone in our community

## Ludlow Compassionate Communities

Ludlow CoCo is a voluntary organisation created and supported by Severn Hospice, offering befriending and support to frail, vulnerable or isolated adults in our community, helping them maintain their independence.

It could be merely popping in for a chat and a cuppa, helping with paperwork or shopping, or simply enjoying a stroll together - the difference this can make to a vulnerable person is immense.

If you enjoy chatting and getting to know people and have a few hours to spare each week, please consider becoming a Ludlow CoCo volunteer?

For more information please contact:

Judith Sharod, Community & Care Co-ordinator - Portcullis Surgery  
judith.sharod@nhs.net or 01584 872939



## Join our Compassionate Communities Volunteers

Do you have a couple of hours once a week or fortnight to support someone in their own home to stay healthy and socially connected?

Would you be interested in:

- Visiting and befriending; (Online, phonecalls or socially distanced)
- Helping with errands;
- Helping someone with social activities.

Then COCO befriending may be for you.

Initial training is provided at Severn Hospice, Shrewsbury online

Ongoing support is provided throughout your time as a volunteer by our practice.

For further information on COCO volunteering, please contact Judith Sharrod at Portcullis practice by calling the practice or emailing Judith [judith.sharod@nhs.net](mailto:judith.sharod@nhs.net)

## Feedback to the Practice

We welcome feedback on our service.

Send us an email on our website for the attention of Rachel Shields, Practice Manager. All feedback would be greatly appreciated and would help improve the service that you receive.

<https://portcullis-surgery.co.uk/friends-and-family-test-2/>





# How to make an appointment

*If you have an urgent problem (that is not life-threatening)*

**ALWAYS CALL the practice ON 01584 872939**

- Please call early in the morning if you need an “urgent” book on the day appointment or after 10am if its not urgent.
- You may be asked what the appointment is for by the receptionist in order to guide you to the most appropriate clinician.
- Please answer their questions as fully as you can in order to help them book the best suited appointment for you.

Types of urgent (but not life-threatening) problems:

- children with high fever that are not getting better with usual remedies,
- elderly patients who appear more confused than usual and may have a urine infection
- severe pain which is a new problem and not getting better with paracetamol
- shortness of breath which is new and unexplained
- a faint or collapse which is new and unexplained

## If your problem is NOT URGENT

**IF YOU CAN, PLEASE Email FIRST or use A PATIENT ACCESS APP TO BOOK AN APPOINTMENT if not urgent**

- You may also wish to visit the NHS online 111 service for advice about your medical problem <https://111.nhs.uk/>
- We will normally answer your email within 48 hours (2 working days) after receiving your request. e.g If you send us an email on a Saturday and there is a bank holiday on the Monday we may not answer your email until the end of Wednesday (2 working days).



## Call 999 in a medical or mental health emergency.

This is when someone is seriously ill or injured and their life is at risk. See below for example of emergencies

Emergencies that normally require 999 call can include:

- loss of consciousness
  - a sudden confused state
  - fits that are not stopping
  - [chest pain](#)
  - breathing difficulties
  - severe bleeding that cannot be stopped
  - [severe allergic reactions \(anaphylaxis\)](#)
  - severe [burns or scalds](#)
  - someone has seriously injured themselves or taken an overdose
- Call 999 immediately if you think you or someone else is having a [heart attack](#) or [stroke](#). Every second counts with these conditions.

Also call 999 if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious [head injury](#)

**If you have called 999 and an ambulance is on its way but the ambulance takes longer than ONE HOUR to reach you, and you are feeling worse or the situation is deteriorating**, please call the practice between 8.30-6pm and ask to speak to the practice duty dr, we will try to give you advice as best we can in order to get you to the hospital as soon and safely as possible. OOH call 111.

If the duty dr feels it is safe for you to do so we may advise you to come to the practice to get assessed or we may be able to send out a dr or nurse to see you in a home visit a little later. We may be also able to give you advice over the phone that might avoid the admission or allow you to go to A and E with a relative in your own car rather than wait for an ambulance.