

# A guide to your local health care trust

PLUS

**Useful contacts and services in 2003**

<b>Welcome</b> .....	<b>2</b>
<b>Useful contact numbers</b> .....	<b>3</b>
<b>About your primary care trust</b> .....	<b>12</b>
<b>Keeping fit</b> .....	<b>18</b>
<b>How you can shape your health service</b> .....	<b>19</b>
<b>Contact us</b> .....	<b>22</b>

Our vision is to deliver a comprehensive range of high quality local healthcare services around the clock, as close to the patient's home as possible, organised by integrated teams of health and social care staff based within local communities.

We are actively working on all aspects of local health such as cancer, coronary heart disease and mental health. Public involvement is key to shaping your future services. Please return the response slip attached if you wish to be involved.

***A 'keep it' booklet of useful information***

## Welcome

Welcome to 'a guide to your local health care trust PLUS useful contacts and services in 2003'. Inside this booklet, you can learn:

- what your local health care trust does
- how well we are performing
- the area of population we serve
- what our future plans are
- top health tips
- how you might get involved in shaping future plans.

In addition, we'd like this to be an invaluable reference document through the year – a place to quickly get your hands on key numbers. We hope you don't have to use them, but if you do, we'd like to make it quick and easy for you to find them!

## Useful contact numbers (alphabetical)

### Alcohol and drugs

Gloucestershire Drug and Alcohol Service (GDAS) offers confidential advice, support and practical help to anyone with a drug, alcohol or solvent related problem.

Cheltenham	01242 584881
Gloucester (alcohol)	01452 385757
Gloucester (drugs)	01452 381166
Stroud	01453 755711

### Carers (Gloucestershire Carers Project)

01452 386283

### Child and Adolescent Mental Health Service (CAMHS)

For children, young people and their families who have been referred to the service.

01242 275015

**Childline** Free national helpline (24 hour service).

0800 1111

### Conciliation and complaints

Patient Advice and Liaison Service (PALS)

08000 151548

### Contraceptive services

For free, confidential help and advice, both sexes of all ages can go to any Family Planning Clinic. Free condoms are available. Ring for appointments, advice or information about a clinic in your area.

Cheltenham	08454 222374
Gloucester	08454 226201

### Cotswold District Council (Health

**Contact) Bill Wragge:**

01285 623414

Main Number

01285 623000

## **Cotswold and Vale PCT**

Trust HQ, Cirencester Hospital, Tetbury  
Road, Cirencester, GL7 1UY

01285 884694

## **Counselling for young people**

01285 885830

[www.cotswold-counselling.org.uk](http://www.cotswold-counselling.org.uk)

## **Dentists in your area - dental helpline**

01452 318858

## **Emergency contraception**

You have 3 days in which to act to try to prevent a pregnancy, but the sooner the better. Help is available from any GP who provides contraception services, from any Family Planning Clinic and from selected pharmacies.

Cheltenham 08454 222374

Gloucester 08454 226201

## **Family mediation (Gloucestershire)**

Mediation helps parents who live apart stay close to their children

01452 411843

## **Gloucestershire Community Health**

**Council** (until 01 Dec 2003) 01452 413044

## **Gloucestershire Partnership Trust**

01452 891000

## **GUiDE (information service for**

**Gloucestershire)**

01452 331131

or [www.guide-information.org.uk](http://www.guide-information.org.uk)

## **Grapevine**

Free information and advice centres for young people.

Cheltenham 01242 255888

Gloucester 01452 500080

## Health centres, clinics and GP practices

These are listed in alphabetical order by town (according to the main GP surgery, where there is more than one).

In most cases, there is a single contact number, but where surgeries have their own numbers, these are shown. Please check with main surgeries for local surgery opening hours.

Drs P Wilson, SJ Higgs, PB Walshe

**Marybrook Medical Centre, Marybrook St,  
BERKELEY GL13 9BL.**

**01453 810228**

Sharpness Village Hall, Oldminster Rd,  
SHARPNESS GL13 9NE.

**01453 810228**

Drs B G James, T J Carter, J N Disney, J Wreford,  
P K Johnson, R A Cooper, C E Cocks

**Moore Health Centre, Moore Rd, BOURTON ON  
THE WATER Cheltenham GL54 2AZ.**

**01451 820242**

The Village Hall, **ANDOVERSFORD**, Cheltenham  
GL54 4LE.

**01451 820242**

Arlington Chapel, **BIBURY** GL7 5NE.

**01451 820242**

The Village Hall, **CHEDWORTH**, Cheltenham GL54  
4AA.

**01451 820242**

The Village Hall, **GUITING POWER**, Cheltenham  
GL54 5UR.

**01451 820242**

Westwood Surgery, Bassett Rd, **NORTHLEACH**,  
Cheltenham GL54 3QJ.

**01451 860247**

The Village Hall, **WITHINGTON** Cheltenham GL54  
4BE.

**01451 820242**

Drs T Crouch, B S C Jorro, P Pearson, L V Fielder

**Frithwood Surgery, 45 Tanglewood Way,  
BUSSAGE, Stroud GL6 8DE.**

**01453 884646**

Drs M J Freeman, P J Harney, M J McDowell, G J Cole

**The Orchard Medical Centre, Fairmead, CAM,  
Dursley GL11 5NE.**

**01453 548666**

Drs B G H Bointon, FJ Campbell, J S Williams

**Campden Surgery, Back Ends, CHIPPING  
CAMPDEN GL55 6AU.**

**01386 841894**

Drs R I Evans, D J Evans, C R Hutchison, C M  
Marriott, A Gwynn

**1 The Avenue, CIRENCESTER GL7 1EH.**

**01285 653122/01285 652944**

Drs I J Simpson, C J Goldie, R Sethi, G M  
McInerney, A M Nichol, N Thurston, P A Reynolds

**Phoenix Surgery, 9 Chesterton Lane,  
CIRENCESTER GL7 1XG.**

**01285 652056**

Royal Agricultural College, Tetbury Rd,  
**CIRENCESTER GL7 5UA.**

**01285 652531**

Kemble Surgery, Church Rd, **KEMBLE GL7 6AA.**

**01285 770640**

The Surgery, Clarks Hay, **SOUTH CERNEY,**  
Cirencester GL7 5UA.

**01285 862112**

Drs M F Hewett, H E Hewett, J E Miller, M P Jacob,  
H L Bromwich

**St Peter's Road Surgery, 1 St Peter's Rd,  
CIRENCESTER GL7 1RF.**

**01285 653184**

Drs D C Mitchell, R M Pawson, A Borg, E A  
Cameron, J G J Tallon

**The Park Surgery, Old Tetbury Rd,  
CIRENCESTER GL7 1US.**

**01285 654733**

Drs T G Frankau, T C Wardell-Yerburgh, J A Milson

**May Lane Surgery, DURSLEY GL11 4JN**

**01453 540540**

Drs D Kenny, K S Curtis-Hayward, S J Opher

**May Lane Surgery, DURSLEY GL11 4JN.**

**01453 540555**

Drs A S Benzie, M J G Knights, D C Lunney, A E Gardiner, A Sabourin

**Hilary Cottage Surgery, Keble Lawns,  
FAIRFORD GL7 4BQ.  
01285 712377**

Drs C I W Buckley, P J R Spargo, A E Spargo  
**The Surgery, Whitminster Lane, FRAMPTON-  
ON-SEVERN GL2 7HU.  
01452 740213**

Drs I A Thomson, H M A Stephens, V H Sawicki  
**The Medical Centre, Oak St, LECHLADE GL7  
3RY.  
01367 252264**

Drs A M Marlow, D M Thomas, S Weir, D A C G  
Pouncey, A P F Simpson, A C M Cain  
**The Surgery, Bell Lane, MINCHINHAMPTON GL6  
9JF.  
01453 883793**

Drs R G Barling, H R Furn Davies  
**Mann Cottage Surgery, Oxford St, MORETON IN  
MARSH, Cheltenham GL56 0LA.  
01608 650764**

The Little Village Hall, Bell Bank, **BLOCKLEY,**  
Moreton in Marsh.  
**01608 650764**

Drs P S Lutter, C C Morton  
**White House Surgery, High St, MORETON IN  
MARSH GL56 0AT.  
01608 650317/01608 650988**

The Surgery, Greenway Rd, Blockley, **MORETON  
IN MARSH GL56 9BJ.  
01386 700289**

Drs A H C Boddam-Whetham, N J Booker, M J  
Latter, R Mulhall  
**Prices Mill Surgery, Newmarket Rd,  
NAILSWORTH, GL6 0DQ.  
01453 832424**

Chalford Hill Surgery, Middle Hill, **CHALFORD,**  
Stroud GL6 8BD.  
01453 883227

Drs C A M Jansen, K P Barraclough, J A Du Toit, R  
Evans  
**Hoyland House, Gyde Rd, PAINSWICK, GL6 6RD  
01452 812545**

Dr S W Drysdale, S E Whittles

**The Surgery, Rendcomb, CIRENCESTER GL7 7EY.**

**01285 831257**

The Village Hall, **CHEDWORTH**, Cheltenham GL54 4AA.

01285 831257

The Village Hall, **DUNTISBOURNE ABBOTS**, Cirencester GL7 7JN.

01285 831257

The Village Hall, **WINSTONE**, Cirencester GL7 7JN.

01285 831257

The Village Hall, **WITHINGTON**, Cheltenham GL54 4BE.

01285 831257

Drs S R F Anslow, J E Sivyer, I D Lake, L A Lake

**Regent St Surgery, 73 Regent Street, STONEHOUSE GL10 2AA.**

**01453 822145**

Dr E A Esmailji

**Stonehouse Health Clinic, High St, STONEHOUSE GL10 3NG.**

**01453 823144**

Drs N D H Jones, V M M Blackburn

**The High Street Medical Centre, 31 High St, STONEHOUSE GL10 2NG.**

**01453 822047**

Drs T J G Healy, S Rawstorne, J A Thornett, P E C Sherringham

**The Surgery, Well Lane, STOW ON THE WOLD GL54 1EQ.**

**01451 830625**

Moore Cottage Hospital, **BOURTON ON THE WATER**, Cheltenham GL54 2AZ.

**01451 820228**

Drs P G Kelly, P J Swindell, J C Salter, G J Isaac, R P H Holmes

**The Health Centre, Beeches Green, STROUD GL5 4BH.**

**01453 763980/01453 762828**

Drs C R Stanniforth, A C Hampton, P Nederlof

**The Health Centre, Beeches Green, STROUD  
GL5 4BH.**

**01453 764696**

Drs M Allan, M R Evans, W H Havinga, R J A Barry

**St Lukes Medical Centre, 53 Cainscross Rd,  
STROUD GL5 4EX.**

**01453 763755**

St Lukes Medical Therapy Centre, 10 Tuffley Lane,  
**GLOUCESTER, GL4 0DT**

**01452 525660**

Drs E D Lewis, I M Bye, R N Blenkarn, D C Isaac,  
D A Smith, D A Kempson, M C M Porter

**Locking Hill Surgery, Locking Hill, STROUD GL5  
1UY.**

**01453 764222**

Drs R H Stephenson, T J MacCallum, R D Waldon,  
D K Haffenden, J T S Quekett

**Rowcroft Medical Centre, STROUD GL5 3BE.**

**01453 764471**

Drs A Walsh, A K Kirby, M T Gerald, C J Woods

**Romney House, 39-41 Long St, TETBURY, GL8  
8AA.**

**01666 502303**

Drs S J Alvis, J A P Steel

**42 The Street, ULEY, Dursley GL11 5SY.**

**01453 860459**

May Lane Surgery, **DURSLEY GL11 4JN.**

**01453 540540**

Drs W J Burrows, M B McCarthy, J J Kabler, R S  
Hampson, C L Thompson

**The Chipping Surgery, Symn Lane, WOTTON  
UNDER EDGE GL12 7BD.**

**01453 842214**

4 Sandpits Lane, **HAWKESBURY UPTON**, Wotton  
under Edge GL9 1BD.

**01453 842214**

1 Avon Crescent, **WICKWAR GL12 8NL.**

**01453 842850**

Drs J K Roberts, S M Green, P L J Pritchard, R M Probert

**The Culverhay Surgery, WOTTON UNDER EDGE GL12 7LS.**

**01453 843252**

4 Sandpits Lane, **HAWKESBURY UPTON**, Wotton under Edge GL9 1BD.

**01453 843893**

Community Centre, Avon Crescent, **WICKWAR** GL12 8NL.

**01453 844748**

## Hospitals

### **Berkeley Hospital**

Minor injuries unit, daytime X-ray and inpatients

**01453 562000**

### **Cheltenham General Hospital**

Full range of hospital services.

**08454 222222**

### **Cirencester Hospital**

24 hour casualty, 24 hour X-ray, 24 hour doctors, inpatients, outpatients.

**01285 655711**

### **Fairford Hospital**

Minor injuries and inpatients

**01285 712212**

### **Gloucestershire Royal Hospital**

Full range of hospital services.

**08454 222222**

### **Moore Cottage Hospital (Bourton-on-the-Water)** Minor injuries, inpatients and some outpatients

**01451 820228**

**Moreton District Hospital** Minor injuries, limited X-ray, inpatients and some outpatients

**01608 650456**

**Stroud General Hospital** 24 hour casualty, daytime X-ray, inpatients and outpatients.

**01453 562200**

**Stroud Maternity Hospital** Midwife led  
maternity services **01453 562140**

**Information service for health, social  
care and disability (GUIDE)**

[www.guide-information.org.uk](http://www.guide-information.org.uk)

01452 331131

**Community Nurses for Children with a  
Learning Disability** 01285 648530

**Mental Health and Learning Disabilities  
(Gloucestershire Partnership Trust)**

01452 891000

**NHS Direct** 0845 46 47

**Patients Advice and Liaison Service  
(PALS)**

08000 151548

**Samaritans**

Listening service 24 hours a day, 365  
days a year for those who are troubled,  
despairing or suicidal

08457 909090

**Smoking Advice Service** 01452 429345

For friendly help, advice and support on  
how to stop smoking

**Stroud District Council Careline**

01453 754149

**Stroud District Council** 01453 766321

**Winston's Wish** 01452 394377

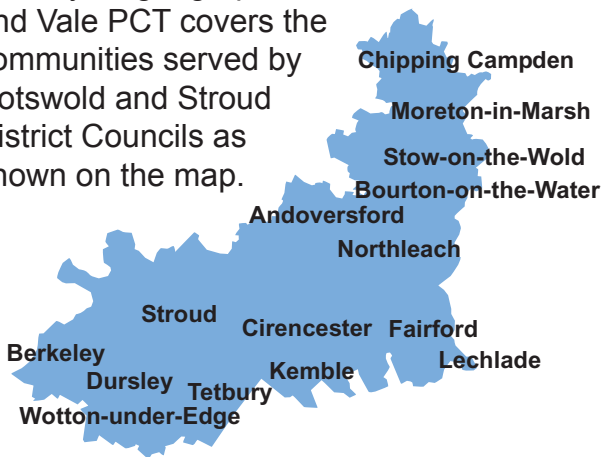
Practical help and support for bereaved  
children and their families

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

## About your Primary Care Trust

### Understanding the new health care set up

In 2002, the old Gloucestershire Health Authority was split into 3 Primary Care Trusts. This was part of an NHS strategy to localise health care planning and service delivery. In geographic terms, Cotswold and Vale PCT covers the communities served by Cotswold and Stroud District Councils as shown on the map.



The role of a Primary Care Trust is to secure appropriate and high quality 'first level' healthcare services on behalf of the local population. This includes access to all the health professionals you are most likely to need – such as doctors, health visitors, dentists, optometrists and visits to community and general hospitals.

The people we serve in Stroud and Cotswolds have been very clear on the need to provide services locally, particularly in our community hospitals. We've worked very hard to enhance services and encourage these to be used better. No patient should stay in the District General Hospital longer than absolutely necessary

and we are ready to arrange transfer back to your local hospital very quickly.

If you have to be in Cheltenham or Gloucester Royal Hospital, ask the ward staff when you can be moved back to your local hospital. For many of you, there will be a choice of two or three community hospitals close to your home.

One of our hospitals, Cirencester, has round the clock medical and x-ray facilities cover to support wards and casualty. It is possible that your own local hospital may not have all the facilities available but one of our other larger hospitals like Stroud and Cirencester may be able to provide the services you need.

If your nearest hospital doesn't have the service you need, ask your GP if you can be sent to another hospital in the Trust area which will be easy to reach and which has easier parking.

## **First year performance against NHS targets**

In this year's annual NHS Performance Ratings published in July 2003, we were successful in obtaining a rating of 2 out of 3 stars. All the key NHS targets were achieved.

- 90% of patients can see a GP within two working days
- 97% of patients can see a Primary Care Professional within one working day

- Inpatient and outpatient waiting times at ANY hospital are within national standards of 12 months and 21 weeks respectively
- Length of wait at our local hospitals is better than the standard with no patient waiting over 13 weeks for an outpatient appointment or 9 months for inpatient and day case treatment.

However, there is always room for improvement in all areas and we will continue to strive to meet the government's targets and the objectives and challenges we set ourselves.

We will be making our services more flexible with a greater role for Cirencester hospital for all of our patients. This will help deliver our vision by making more treatments available closer to people's homes and by helping people to return home from hospital sooner.

This year we are particularly concentrating on children's and maternity services and are leading a consultation on needs and services in these areas. 'Get involved in Gloucestershire' is leading the way in planning children's services for this Trust and the County.

We are concentrating on our services for older people and taking a fundamental look at the way we deliver services. We will be providing more services at nights and weekends when they are needed.



## A snapshot of service improvements

There have been many improvements made over the year, of which we are justly proud (see first year performance against NHS targets). These demonstrate the variety of services we provide:

- With partners we launched a public information service in the Dursley/Cam area. This improves local people's awareness of local solutions to difficulties.
- Clinical staff dealt effectively with a meningitis incident based around a local school. This demonstrated a flexible service, which was able to respond to needs as they came up.
- We have opened additional Intermediate Care beds in Cirencester. These will provide care between hospital and home for people who need a short period with additional support to prepare themselves for living independently again.
- We have recently appointed a dedicated Complaints Manager to ensure any complaints are handled quickly, appropriately and consistently.

You might be interested to hear about some of the local initiatives that have taken place during the year – and which continue to take place. Many of these are covered in your local press – or you could ask to be included on the distribution of our internal newsletter by ticking the relevant box on the return form at the back of this booklet.

## National Patients Survey

The National Patients survey for 2003 rated us as one of the best performing 20% of trusts in 23 out of 52 aspects of our service.

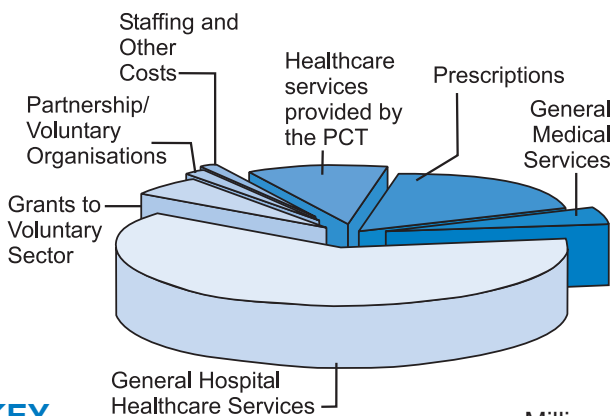
The National Patients Survey evaluated us on the following issues:

- access and waiting
- provision of safe, high quality and co-ordinated care
- patient information and choice
- professional care relationships.

Some of the areas we scored highly in were ease of getting hold of GPs out of hours, convenience of surgery opening times and whether you felt your GP surgery health professional listened to you and gave you enough time to discuss your health problem.

## How Your Money Makes A Difference

We are committed to getting the most out of every pound we spend on your behalf. The pie chart on the next page shows how we spent our total allocated budget of £160million to secure and provide healthcare services for the population of Cotswold and Vale.



## KEY

	Millions
<b>Prescriptions</b>	£25
<b>General Medical Services</b> such as payments to GPs	£7
<b>General Hospital Healthcare Services</b> such as payments to NHS Trusts for services such as operations and consultant outpatient appointments	£99.5
<b>Grants to voluntary sector</b> , such as payments to non-NHS hospices and Charitable trusts	£8.5
<b>Partnership/Voluntary Organisations</b>	£2
<b>Staffing and Other Costs</b>	£2.5
<b>Healthcare services provided by the PCT</b> through community hospitals and other services such as district nursing	£15.5
<b>Figures rounded up to nearest £0.5 million</b>	

## Plans for future investment

Over the next three years, we will be investing £12m in health service developments. The new developments that have been included are those that are essential to improve the accessibility of our services and advance our vision.

Some of the new investments made in 2003/04 will directly support our aim to help patients into more appropriate local services. These include investment in physiotherapy services and other projects to provide services closer to people's homes.

## Keeping Fit

**Eat a low fat, high fibre diet**, with plenty of fruits and vegetables. It will help to control weight and lower cancer risk of many cancers. Aim to eat five portions of fruit or vegetables a day. Portions can include fruit juice as well as fresh, frozen or tinned vegetables.



**Be active.** The recommended level is at least 30 minutes of moderate intensity physical activity on five or more days a week. Start slowly and gradually build up your activity levels. Activities include brisk walking, heavy gardening, heavy housework, cycling, climbing stairs and cleaning the car.

**Keep safe.** Even a cup of coffee can cause a serious scald to a child. Always take care with hot drinks when children are around. Keep kettles away from the edges of worktops. Always run cold water into baths and basins before hot and never leave a young child alone in the bathroom

**Quit smoking.** Smoking kills over 120,000 people in the UK each year. If you want to give up, contact Gloucestershire Smoking Advice Service on 01452 429345 for individual advice and support.

## How you can shape your health service

*“Get Involved in Gloucestershire – shaping local health services together”* was launched this summer by NHS organisations in the county. It aims to encourage local people to use their experience of local services to influence the way healthcare services are provided in the future. The PCT has published a ‘*Get Involved*’ booklet, which describes all the different ways local people can participate

- Join a planning group – till December 2003, we are focusing on children’s and maternity services consultation.
- Return the response slip to register interest in future consultation and planning.
- Become a volunteer in a local hospital or clinic.
- Join a hospital League of Friends.
- Join an Expert Patient Programme to help people living with chronic illness.
- Come along to one of our public board meetings.
- Invite us to talk to you or your group to discuss development of services.

## **How to find out more about ‘*Getting Involved*’...**

Just ask for a copy of the ‘Get Involved’ booklet either by returning the feedback form at the back of this booklet or by telephoning Community Patient Advice and Liaison Service (PALS) on freephone 08000 151 548. If you have access to the internet you can read up-to-date ‘*Get Involved*’ news by visiting [www.gloshealthservices.org.uk](http://www.gloshealthservices.org.uk)

There's more th

an one way to Get Involved in Gloucestershire!

## Contact us

We hope you have found this booklet helpful. If you have any queries about this publication or suggestions for next year's edition (especially any additional phone numbers or information you would find helpful for future reference), please do not hesitate to contact us.

Also, if you have any comments you wish to make or questions you wish to ask about the work of the PCT, you can email the Chief Executive at [questions@cotsvalepct.nhs.uk](mailto:questions@cotsvalepct.nhs.uk).

Communications and Public Involvement

### **Cotswold and Vale PCT**

Trust HQ, Cirencester Hospital,  
Tetbury Road, Cirencester,  
GL7 1UY

**01285 884694**

**[www.cotsvalepct.org.uk](http://www.cotsvalepct.org.uk)**

email: [questions@cotsvalepct.nhs.uk](mailto:questions@cotsvalepct.nhs.uk)

## Response slip

I want to find out more about being involved in planning local health services:

First Name: .....

Surname: .....

Address: .....

.....

.....

Postcode: .....

Email:.....

Daytime telephone: .....

Area of interest: e.g. special interest group, expert patient programme.

.....

Please send me a copy of 'Get Involved in Gloucestershire'

Please include me in the mailing list of the internal newsletter, The View

Other comments:

.....

.....

.....

.....

Return address:

'Your guide to local health services 2003',  
Communications and Public Involvement team,  
Cotswold and Vale PCT Trust HQ,  
Cirencester Hospital, Tetbury Road,  
CIRENCESTER, GL7 1UY



*'Your guide to local health services 2003'  
Communications and Public Involvement team  
Cotswold and Vale PCT Trust HQ,  
Cirencester Hospital  
Tetbury Road, CIRENCESTER  
GL7 1UY*

**Affix  
stamp  
here**