

### [HOW OUR APPOINTMENTS ARE RELEASED:](#)

**GP (General Practitioner)** - Released daily at 8:00am for same-day booking. A limited number of appointments are also released at 9am for exactly two weeks in advance for pre-booking.

**ANP (Advanced Nurse Practitioner)** - Follows the same system as GP appointments—released at 8am for same-day booking, with a small number available to pre-book two weeks ahead.

**All other clinicians (including practice nurse, pharmacist and physiotherapist)** — Appointments can be booked up to 6 weeks in advance.

### [WE ARE A 'BY APPOINTMENT ONLY' SERVICE](#)

Appointments are available for various clinics including but not only limited to:

- ⇒ Child Health / Postnatal Checks
- ⇒ Social Prescribing
- ⇒ Minor Operations (skin tag/lesion removal)
- ⇒ Dressings
- ⇒ Implant insertion and removal
- ⇒ Physiotherapy (initial assessment)

We will always do our best to accommodate an appointment time that suits you.

#### **How to schedule an appointment:**

- **By phone**— 01244 382238

*Our on the day and pre-bookable appointments with a GP and ANP are released at 8am, each morning.*

- **Via PATCHS**

*Available by going to our practice website, you can consult with the practice 'online' by submitting a short form with your health issue. The practice will contact you within 48 hours. Please note, this should not be used for urgent issues.*

- **Via NHS App**

*For cervical screening and blood tests. More appointment options will be available in due course.*

- **In person**

*Our reception desk is open from 8:15am, if you would prefer to arrange an appointment this way.*

### [ENHANCED ACCESS APPOINTMENTS](#)

For our patients who may struggle to attend the practice during our core opening hours, we also offer evening routine GP appointments at the practice on Thursdays until 9pm and on Friday evening and Saturday mornings at Garden Lane Health

### [LOCAL SERVICES](#)

Your local hospital is **Countess of Chester Hospital**. If you require an outpatient appointment, you will be referred here unless you inform us otherwise.

The Countess of Chester Hospital has an A+E department for **emergency walk ins**. We are NOT an emergency walk-in service. Your closest location for emergencies is The Countess of Chester Hospital.

*Address: Liverpool Road, Chester, CH2 1UL*

### [HOME VISITS](#)

Home visits should only be requested by patients who are unable to come to the surgery because of serious illness and infirmity. Please phone before 10:30am where possible if you are requesting a home visit.

### [NHS HEALTH CHECK](#)

If you are a new patient and are age 40+ with no health conditions, take advantage of booking in for a health check. This will involve a blood test and checks such as blood pressure to check the status of your health and help to detect any underlying issues early.

### [ANNUAL HEALTH REVIEW](#)

If you have a health condition such as diabetes, hypertension or asthma, you will automatically be invited in for an annual health check on or around your birthday.

### [CHAPERONES](#)

If you would like a chaperone during your appointment, please let us know at the time of booking or inform your clinician.

### [PRESCRIPTIONS](#)

You can request a repeat prescription by either:

- ⇒ Using the NHS App
- ⇒ In writing and placed in our prescription request box at reception (request slips are available or use your repeat slip).

If you have multiple repeat medications, you may require an initial telephone call with our practice pharmacists before your medication is issued. Please allow 48 hours for your prescription to be processed by us and sent to the pharmacy. You may then need to allow for additional time for the pharmacy to have your prescription ready for collection. To nominate a pharmacy to collect your prescription at, please contact the practice.

There is a pharmacy available onsite, Well Pharmacy, which is open Monday to Friday, 9am—6pm. Please note, Well Pharmacy is an independent business and is not affiliated with the practice.

### [APPOINTMENT TEXT REMINDERS](#)

We send appointment reminders via text approx. 48 hours before your appointment. Please ensure that if you no longer require your appointment that you respond to the text to cancel or call the practice. If your contact details change, please inform us.

### [NON-NHS SERVICES](#)

GPs can perform medical examinations/reports for employers, solicitors, insurance companies and DVLA. Completion of this work is to the discretion of the GP. All non-NHS contracted work such as the above is subject to a fee and payment is required upfront.

### [PRACTICE WEBSITE](#)

Through our website, you can request sick notes, update your details and notify us of travel plans if you require vaccinations. We also keep our website updated with the latest Practice News.



### [DATA PROTECTION AND CONFIDENTIALITY](#)

The practice is registered under the Data Protection Act and all staff are bound by strict confidentiality contracts. For further information on our data protection policy, please view our website.

**Download the NHS App!**

- 🟢 Book and manage appointments
- 🟢 View your medical record
- 🟢 Order repeat prescriptions
- 🟢 Get health advice

Sign up by downloading the app or contact us if you'd like us to send you details for enhanced access within the app.



### **Your Practice Team**

#### **GP Partners**

Dr David Inchley (m) GMC4096254  
Dr David Sillitoe (m) GMC 6140725  
Dr Andrew Henton (m) GMC 7156636

#### **Salaried GPs**

Dr Ashleigh Milner (f) GMC 7561025

#### **Nursing Team**

Hannah Davies (f) - ACP/Lead Nurse  
Ruth Thacker (f) - Practice Nurse  
Karen Edwards (f) - Nurse Associate  
Kayley Thomas (f) - Healthcare Assistant

#### **Clinical Pharmacists**

Jenny Jones (f)  
Sam McGovern-Scott (m)

#### **Care Coordinator**

Dawn Tunstall (f)

Additional staff at the practice include  
Social Prescriber, Physiotherapists and a  
Mental Health Practitioner.

We are proud to be a training practice and  
regularly host GP Registrars and Medical  
Students. They work closely under the super-  
vision of a GP.



Your Practice Manager is:  
**Matt Davies (m)**

Matt oversees the day-to-day management of  
the practice, supported by both the  
management and patient services teams.

### **How to contact us:**

**By phone: 01244 382238**

*When phoning the practice, you will be presented  
with the following options:*

- 1—Appointments/General Enquiries
- 2—Prescriptions (open 10—12)
- 3—Test results (open from 2)
- 4—Referral enquiries (open 10:30—12:30)

**Via our website:** [www.uptonvillagesurgery.co.uk](http://www.uptonvillagesurgery.co.uk)

#### **Our address:**

Upton Village Surgery, Wealstone Lane  
Upton, Chester, CH2 1HD

#### **Opening hours**

We are open Monday—Friday (excluding Bank  
Holidays). Our phone lines are open from 8am—  
6:30pm. Our reception area for patients and visitors  
opens from 8:15am to 6:30pm.

***Once a month we are closed for staff training and  
development from 12pm. Dates for this are published  
on our website and posted on our Facebook page.***

**IF YOU REQUIRE URGENT SUPPORT OR ADVICE DURING TIMES  
WE ARE CLOSED PLEASE CALL 111, OR 999 IF AN EMERGENCY.**

### **How to get to us**

**Via car:** Please use the postcode above.

There is plenty of on-site parking available.

**Via bus:** Bus 51 from Chester Bus Interchange.  
Disembark at Upton Shops (outside Tesco) and walk 2  
minutes to reach the practice.

**Via train:** Nearest train station is Bache. We are  
approximately a 10 minute walk from this station.



*Follow our Facebook for current practice news.  
Search for: Upton Village Surgery*



# **Upton Village Surgery**

## **Practice Information Leaflet**



**Our mission is to provide high quality  
healthcare to our community with dedication  
and kindness.**

#### **GP Partners**

Dr David Inchley (m) GMC 40962544

Dr David Sillitoe (m) GMC 6140725

Dr Andrew Henton (m) GMC 7156636

#### **Practice Manager**

Matt Davies (m)



Telephone  
01244 382238



Website  
[www.uptonvillagesurgery.co.uk](http://www.uptonvillagesurgery.co.uk)



Upton Village Surgery  
Wealstone Lane, Upton, Chester  
CH2 1HD