

Portcullis Surgery

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



Monday 8:30am until 6pm

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

Wednesday 8:30am until 6pm

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

Friday 8:30am until 6pm

Saturday 8:30 until 5.30pm Saturdays per month for pre-booked appointments only

Sunday CLOSED

During out of office hours call 111 for advice

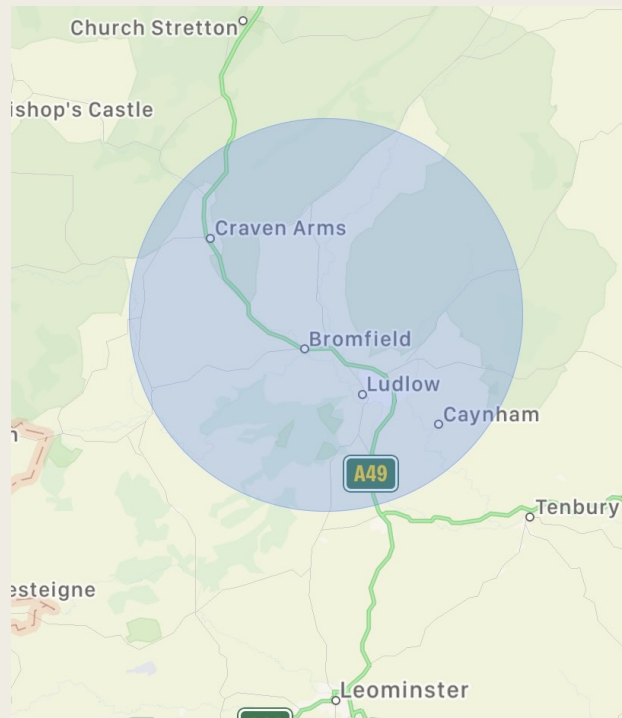
Portcullis Lane, Ludlow, SY8 1GT

Telephone: 01584 872939

Send us an online message <https://florey accurx.com/p/M82043>

www.portcullis-surgery.co.uk





Portcullis Surgery catchment area

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

Welcome

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

Portcullis Surgery is a three Partner Practice,. Our partners Dr Beanland, Dr Hazeldine and ANP Godding work together with an enthusiastic team of 3 GPs, 1-2 trainee GPs, 2 ANPs, 1 paramedic 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 as well as book on the day triage for urgent appointments

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

Portcullis Surgery

Providing the best possible healthcare in a safe, effective and caring environment

Our Doctors and Advanced Nurse Practitioners



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

Monday, Tuesday, Thursdays and Fridays
Extended Hours Thursday 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 Thursday evenings

Special interests: Diabetes and Long Term Conditions



Dr Poppy Hazeldine MBBS. MRCGP.
Partner

Monday, Tuesday, Wednesdays & Friday
Extended Hours Tuesday evenings



Dr Dorian David Yarham MBChB. DRCOG. MRCGP.
Salaried GP

Wednesday & Thursday

Special Interest: Medical Students Education | DVLA Lead

Dr Jenny Hartley Tuesdays and Wednesdays

Dr Hartley trained as a doctor in the Army before leaving military service and joining the NHS in 2018. She has worked in Scotland and Hampshire before moving to Shropshire in 2022. She has a special interest in women's health and sexual health but enjoys all aspects of general practice.



Dr Alan Perks BSc. MRCGP.
Salaried GP

Tuesdays & Fridays Extended Hours Thursdays

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



Nurses

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

Wednesday, Thursday & Friday

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



Sister Joanne Gray

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

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



Sister Heidi Morris

Monday and Tuesday

Special interests: Childhood Immunisations / Health Checks



ANP Julie Shutt

Mondays & Tuesdays

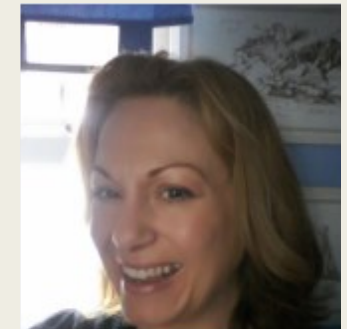
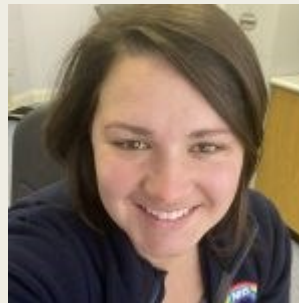
Special Interest: Management of long term conditions.



Angie Runicles HCA

***Every weekday morning, Monday and Thursday afternoons
Extended Hours Thursdays evenings***

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



**Carole Moreton Mondays
RCN**



Advanced Paramedic Sian Woods Wednesday, Thursday, and Friday

Special interest: Her main specialism is acute care but she also has an interest in frailty, promoting dignity and choice within end of life care.

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



Rosie Lancaster Face to face appointments Wednesdays UKCP trainee psychotherapist

UKCP trainee members are completing a training course with a UKCP-registered organisation, or are completing practice hours in order to become a member of a UKCP accrediting organisation.



Marta Oblazewicz. Online Physiotherapist. Mondays

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

Elwyn Jones Social Prescriber and Health Coach

Motivational lifestyle health coach



GP Assistant / Community & Care Coordinator

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.

Judith assists patients across all age groups in need of help,



Zoe Jennings-Smith Care Coordinator Tuesday, Wednesday and Thursdays

GP Assistant, Care Coordinator, Children's Safeguarding Admin Lead and Carers Group Lead. Helps patients and their relatives find information, support and advice. If your question isn't directly medical, but is impacting on your life, Zoe is the person to speak to.

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.

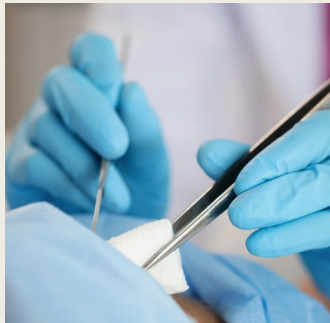
Nurse Joy and Amanda can do ring pessary changes.

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 manoeuvres



Healthcare Assistant and Nurse Clinics

Blood tests, ECGs and health checks

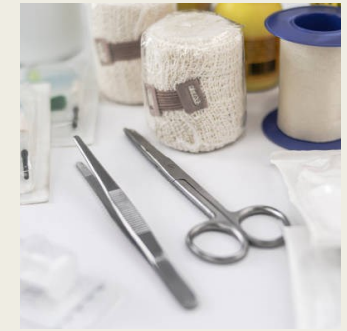
Daily clinics 8.30am-12.30

Wound and Dressings

Monday and Thursday afternoons

Review Dressing appointments can be booked directly by the receptionist .

Angie , Jo and Heidi are our leads.



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.



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 are a yellow fever centre.

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->



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.



Microsuction and Ear Irrigation

Wednesday & Friday afternoons

Our HCA Angie and Nurse Jo is 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: Tuesday and Thursday 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

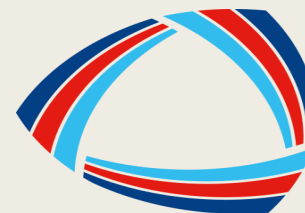
It is important that we have information about your gender identity and sexual orientation as this may allow us to invite you to appropriate health screening for you.

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.



Armed Forces veteran friendly accredited GP practice

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, phone calls or socially distanced)
- Helping with errands;
- Helping someone with social activities.

Then COCO befriending may be for you.

Initial training is provided.

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

For further information on COCO volunteering, please contact Judith Sharod at Portcullis practice by calling the practice or emailing Judith 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 Wilding, 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/>



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

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

<https://florey accurx.com/p/M82043>

<https://florey accurx.com/p/M82043>

- 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.