

Practice Information Leaflet



Cam and Uley Family Practice is a partnership providing NHS Services under an NHS England General Medical Services (GMS) Contract

Cam Surgery
Fairmead, Cam GL11 5NE

Uley Surgery
42 The Street, Uley, GL11 5SY

Telephone No: 01453 540066
Website: www.cam-and-uley.nhs.uk

Partners:

Dr Katherine Bristol (f)
Dr Michael Armstrong (m)
Dr Rebecca Bryden (f)
Dr Thomas Moore (m)

Further information can be sought
from www.nhs.uk

The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

Dr Mike Armstrong, (m) Partner BSc, MB/ChB, DRCOG, MRCP, MRCGP, Do-HNS.

Dr Rebecca Bryden, (f) Partner MBChB BSc (hons) MRCGP DRCOG

Dr Katherine Bristol (f) Partner BMBS MRCGP, MSc Sport and Exercise Medicine Science.

Dr Thomas Moore (m) MBBS (Imperial 2010) BSc MRCGP RCGP DRCOG

Salaried GPs

Dr Neil Fletcher (m) GP MA, MB, BChir., MRCS, MRCGP, DFFP, DTM&H, ALCM

Dr Simon Lawrence-Owen (m) MBChB, MSc, MRCGP

Dr Daniela Hall (f) BMBS, MRCGP

Dr Mel Edgar (f) BA, PhD, MBChB with Hons, MRCGP

Dr Hannah May (f) MBChB, MRCGP

Dr Navya Rallapalli (f) MBBS MRCGP

Dr Laurencia Willoughby (f) MB, MRCGP

Nurses

Catherine Cox, (f) nurse manager, RGN

Tracy Lendon, (f) RGN

Clare Pearch, (f) RGN

Joanne Fletcher, (f) RGN

Sophie Hunt, (f) RGN

Sharon Wilkins, (f) RGN

Practice Manager

Sarah Bryant

Other healthcare staff

Ramila Patel, Clinical Pharmacist (f)

Hannah Hartley, Paramedic (f)

Claire Smallridge, (f) HCA

Alison Small, (f) HCA

Dawn Ashmead, (f) HCA

Lauren Owen-Hayward, (f) HCA

Other Management

Nikki Hart, Management Lead for Premises

Natasha Florek, Management Lead for Dispensary

Tanya Green, Management Lead for Admin

Lisa Burge, Management Lead for Admin

Martha Hatton, Management Lead for IT

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff, you can call reception on 01453 540066. From 4th August 2025, we will be trialling a new system called SystemConnect, where you can book appointments through our website. A variety of other services can also be accessed via our practice website, including sick notes and self-referrals. Should you be unable to access the website, contact the practice and a member of our administrative staff will be able to assist you.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence provided by the practice.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services. Further information about our PPG and a form to join the PPG can be found at cam-and-uley.nhs.uk/surgery-information/patient-group/.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorized disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

NHS England Contact

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.
Telephone: 0300 311 2233
Email: england.contactus@nhs.net

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box at Cam or over the counter at Uley.
- Online – Use the NHS app or order on our website cam-and-uley.nhs.uk/services/managing-your-health-online/online-forms/repeat-prescription-request/

Please allow 7-10 days for collection when ordering repeat prescriptions.

How to register at the practice

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Services we provide

In addition to the routine services that are provided, this practice also offers the following:

- **Family planning** – We offer a full range of family planning services
- **Immunisations** – The clinical team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65 and these tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease. They will be invited every year in their month of birth.
- **Other clinics** – The practice also offers baby, post-natal, menopause and smoking cessation

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.

Dispensing practice

The practice is a dispensing practice and can issue prescriptions as outlined above if you meet the requirements to be registered as a dispensing patient.

Details are available from reception and on the practice website.

Preference for a named practitioner

The practice will attempt to ensure that any patient is seen by their usual GP although please note that this may not always be an option.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website cam-and-uley.nhs.uk/surgery-information/feedback-and-complaints/

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please call reception requesting a home visit, preferably before 11:00am. A clinician may telephone you to discuss your request.

Home visits are usually conducted between 11:00am – 5:00pm, Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.nhs.uk

Teaching practice

The practice is a teaching practice and occasionally trainee GPs or medical students may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

Access and support for disabilities

The practice offers step free access to the premises. We welcome Assistance Dogs although animals are not permitted in any clinical areas.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](#).

Opening hours

Cam Surgery

Mon–Friday	8:00 am – 1:00pm	2:00pm – 6:30pm
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Uley Surgery

Mon–Friday	8:30am – 1:00pm	2:00pm – 5:00pm
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Are you using the right service?

SELF-CARE  What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7)  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE  Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke