

# ***New Patient Practice Leaflet***

## ***Welcome to Beaufort Road Surgery***

**21 Beaufort Road, Southbourne, Bournemouth BH6 5AJ**

**Tel: 01202 433081      Fax: 01202 430527**

**For further information please visit our website @**

**[WWW.BEAUFORTROADSURGERY.CO.UK](http://WWW.BEAUFORTROADSURGERY.CO.UK)**

### ***Surgery Opening Times***

The Surgery is open from **7.25am – 6.00pm** Monday to Friday.

We are closed between the hours of 1pm – 2pm.

Please note that our Switchboard is answered from 8:00am until 1:00pm and then again from 2:00pm and closes at 6:30pm, outside these times please follow instructions on our Surgery answer phone message.

### ***The Doctors***

<b>Dr Timothy Mitchell</b>	MBch MRCGP MRCP
<b>Dr James Reynolds</b>	MA(Cantab) BM BCh MRCGP DRCOG DFSRH PG Cert.(Med Ed)
<b>Dr Neil Simpson</b>	MBChB DCH
<b>Dr Lina Davis</b>	MBBS MRCGP DRCOG DFFP
<b>Dr Debbie Hartley</b>	MBChB MRCGP PGDipMedEd
<b>Dr Amanda Jacoby</b>	MBBS MRCGP DRCOG DFFP

## **How to see the Doctor**

**Routine GP appointments** are available from **7:50am** and can be booked from one week to one month in advance and will normally be with your registered GP subject to availability.

**Urgent GP appointments** are for clinical issues that must be dealt with that day. You should call the surgery **ASAP after 8:00am** for an appointment in the morning surgery, or **ASAP after 2:00pm** for an appointment in the afternoon surgery.

It is our Practice policy for you to see your registered GP when available although this cannot be guaranteed for urgent appointments. Please use this service responsibly and only book an urgent appointment if there is a genuine reason to do so.

**Patient Access.** Our Patient Access Service enables you to book appointments on the Patient Access Website and also Order Repeat Prescriptions. To register for this service, please ask at Reception for a registration form.

**Advice & information by telephone.** Our Doctors are happy to speak to you on the telephone to save a journey to the practice. These calls are made at the end of morning surgery and must be booked in advance, please contact reception.

**Home Visits** are time consuming for Doctors and every effort should be made to attend the surgery. If you are unable to attend the surgery due to your illness then the Doctor may make a home visit should he or she feels it is warranted. If you need a home visit please call before 10:00am so that the Doctors can prioritise visits.

## **Emergencies**

**If you are confronted by a serious problem such as severe chest pain, severe bleeding, collapse or unconsciousness CALL AN AMBULANCE – TEL 999, before calling the Doctor.**

**Doctors Surgery Times**

<b>Doctor</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fri</b>
Dr Mitchell	8:20-10:30 3:00- 5:30	7:40-10:00 2:30-5:30	8:20-10:40 2:30-5:30	7:40-10:00	8:20-10:30 2:30-5:00
Dr Reynolds	8.20-10.30 3:00-5:30	2.30-5.30	7:40-10:00	7:40-10.00 2:30-5.30	8:20-10:30 2.30-5:00
Dr Simpson	7.40-10.00 3:00-5:30	8:20-10:30	8:20-10:40 2:30-5.00	8:20-10:40 2:30-5.00	7:40-10:00 2:30-5:00
Dr Davis	8:20-10.30 3:00-5:30	8:20-10:30 2:30-5:30	7.40-10.00 2:30-5:30	7.40-10.00 2:30-5:30	-----
Dr Hartley	8:20-10.30 3:00-5:30	7:40-10:00 2:30-5:30	-----	7.40-10.00 2:30-5:30	8:20-10:30 3:00-5:30
Dr Jacoby	----- --	8:50-11:20	8:50-11.20	8:50-11:20 14:30-17:10	-----

**IF YOU ARE UNABLE TO KEEP AN APPOINTMENT** – Please let us know so that we can offer it to another patient.

## ***Out of Hours***

Outside normal surgery hours the emergency cover is provided by Dorset Emergency Care Service who will arrange for a Doctor to call you to decide whether telephone advice, going to a treatment centre or a visit is necessary.

After 6:30pm, on weekdays or on weekends and Bank Holidays, ring **01202 433081** and listen to the recorded message or you may also ring **NHS111**.

The Boscombe and Springbourne Health Centre at Palmerston Road is also available weekends from 8:00am to 8:00pm.

Please call them on **01202 720174** if you need an appointment.

**Depending on the seriousness of your condition, you might also consider** visiting a local pharmacy (chemist). Your local paper will have details of pharmacies which open late on weekdays and on Saturdays, Sundays and Bank Holidays.

## **Private Medicals**

Medical examinations for special purposes are undertaken by appointment, i.e: HGV & Taxi Drivers. A fixed fee, according to a nationally agreed scale is normally payable for these examinations or reports and for non-Statutory certificates.

Insurance claims, holiday cancellations, letters to support housing claims are all examples of forms that can be completed without you having to see a Doctor. There will be a fee payable for these services.

## **Chaperone Policy**

The Surgery is committed to providing a safe, comfortable environment. Therefore we provide a chaperone for patients who require one whilst being examined by the Doctor. Please advise reception if you would like a chaperone.

## **Specialised Clinics**

The Practice believes that prevention is better than cure and is pleased to offer a wide range of Health Promotion Clinics tailored to meet our patient's needs.

We offer the specialised clinics shown below and have a booked appointment system unless otherwise stated.

- **Antenatal Clinic**
- **Asthma & COPD Clinics**
- **Diabetes Clinic**
- **Travel Clinic** – contact the surgery two months before you travel. Please note that some travel vaccines are non NHS and subject to a fee.
- **Cervical Screening Clinic**
- **Baby Vaccination and Immunisation** on a Tuesday morning
- **Vaccinations**

## **Practice Team**

### ***Practice Manager***

**Jo Roberts** is the Practice Manager and is responsible for the smooth running of the Surgery and the administration of the Practice. If you wish to make any enquiries or have a comment about the service we provide she will be happy to help.

### ***Assistant Practice Manager***

**Tim Wheeler** works closely with our Practice Manager in helping to ensure the smooth running of the practice. If at any time our Practice Manager is unavailable please ask for Tim.

## ***Practice Nurses***

The Practice Nurse Team is led by **Christina Smith**. We also employ qualified nurses, **Janet Legg, Judith Touch and Kim Bunker**.

Our nurses provide a wide range of services which include:

- Blood tests
- 24hr BP tests
- ECG tests
- Blood Pressure Checks
- Ear Syringing
- Wound Care and Dressings
- Suture Removal
- Vaccinations and Immunisations
- Travel Advice
- Health Promotion Clinics including: Asthma, COPD & Diabetics

## ***Health Care Assistant***

We also have our Health Care Assistant who provides valuable support to our Nurses, Doctors and Patients. Her range of duties includes:

- Blood tests
- ECG tests
- Blood Pressure Checks
- Dressings
- Some Vaccinations

## ***Practice Phlebotomist***

**Sherry Cross** is our Practice phlebotomist.

### ***Reception Staff***

We have a team of receptionists who are your first point of contact. When telephoning for medical attention the receptionist may ask you for a few details which will help them to find the most appropriate appointment for you. The reception team are led by **Lesley Quinn** and **Pauline White**. Please contact them in the first instance if you have any comments about the reception staff. Our receptionists are very busy at certain times of the day and we ask that you be patient.

### ***Secretaries and Administration Staff***

The Practice employs medical secretaries and administration staff who support the Doctors and Practice Manager and are happy to help with enquiries.

**Attached Staff – Are not employed by the practice, but are based at the practice and support our patients.**

### ***Community Nurses***

The Community Nurses provide nursing care and advice to patients in their own homes. They are not Practice staff but are part of the caring team. They liaise with hospitals and other specialised nurses and services such as Home Care, Social Services, The Macmillan Unit and Chiropody. They can arrange extra support for patients who require long-term care.

The team is based at Southbourne Surgery and can be contacted on 01202 427882.

### ***Health Visitors***

The Health Visiting Team is based in the surgery. Health Visitors are specialist nurses who work within the primary health care team. They monitor child development, promote family and public health, offer advice on immunisation and run a weekly child health clinic. For information or to contact the Health Visitor please phone 077668 20015

## ***Community Midwife***

Our Community Midwives work with the Doctors to provide care of mothers before and after delivery and care of babies in the first 28 days of life.

Please contact the Maternity Team on 01202 704 915 to make an appointment to see a Midwife.

## **Other Useful Information**

We are a training practice for qualified doctors who want experience in general practice and we are assessed regularly to ensure our training meets the required standards. Trainee GPs are called GP Registrars or Foundation Doctors. They work with us for several months at a time and they have their own surgeries. We fully supervise them whilst they are with us. For training purposes we sometimes record/film consultations or allow students to sit in on them. We will always ask for your permission first.

We very occasionally have student Doctors or Nurses with us for work experience. They never work without direct supervision and you will always be asked for your permission if they are involved in your care.

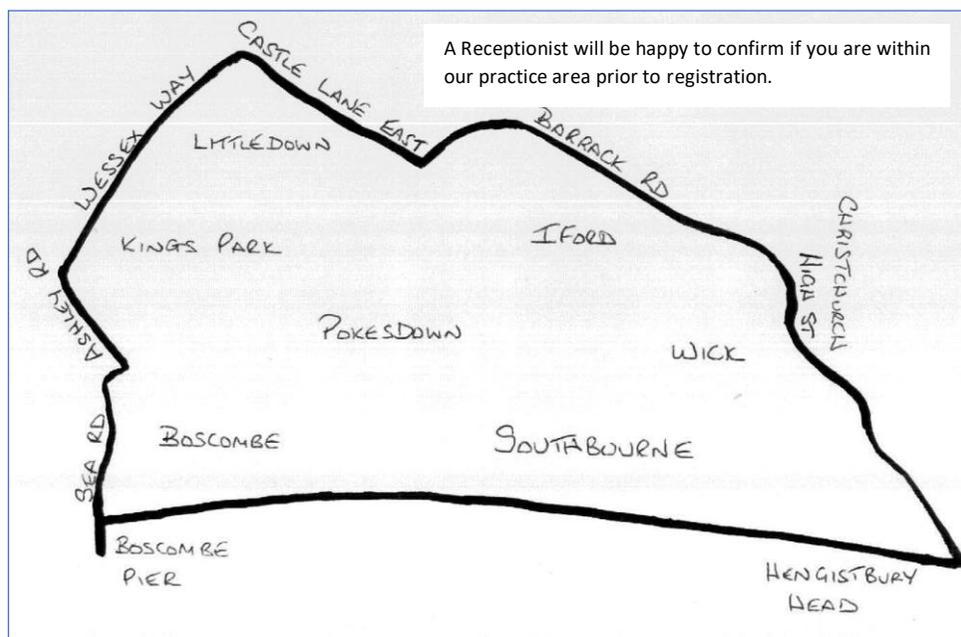
## **Access for the Disabled**

A sloping path leads to the main entrance of the Surgery and toilet facilities are available. Doctors and nurses clinics are generally held in the ground floor clinic rooms and are accessible for wheelchairs. Please confirm with reception when making an appointment that your appointment is on the ground floor if you cannot make the stairs. If you need assistance to enter the building please use the doorbell as the front door.

## New Patients

Please call at the Surgery to complete registration forms. In order to register with this Practice as a permanent patient, you must be resident in our practice area as shown below and for settled purposes. New patients registering with the Practice will be asked to complete a Health Questionnaire which enables the Practice to manage ongoing medical conditions. If you have a medical card it will simplify the process of registration.

All new patients who have regular medication will be asked to see their new GP before medication can be prescribed.



## Temporary Residents

If you have friends or relatives staying with you and they become unwell during their stay, the Doctors are able to offer treatment. If however they are from a country with which we have no reciprocal health agreement there could be a private fee for consultations and medication.

### **Test Results**

Test results will only be given to the person to whom the test belongs unless the patient has given prior approval for release to another person. Please ring outside of our busiest times which are 0800 to 0900 and 1400 to 1500hrs

### **Repeat Prescriptions**

Two **working days**' notice is required for repeat prescriptions. Prescriptions ordered on a Friday will not be ready until Tuesday afternoon.

If you are requesting additional items which do not appear on your form, please allow 3 full working days in order for the Doctor to check and authorise issue.

We **do not take orders on the telephone** to avoid errors in prescribing.

Don't leave ordering your medication to the last minute. Please ensure that you have at least 5 days of medication prior to putting in your order.

You do not need to see your Doctor for regular repeat medications unless your Doctor has asked specifically for you to attend the surgery. We have a patient leaflet on Repeat Prescribing. Please ask at reception if you would like a copy.

### **Patients' Rights and Responsibilities**

This Practice adopts a **ZERO TOLERANCE** approach to violence and aggression. Aggressive and violent behaviour is considered to be any personal, threatening or abusive language (cursing or swearing), gestures (including sexual), physical contact, derogatory sexual or racial remarks, shouting at any persons or applying force to any Practice property or the property of any persons within the Practice. This includes people banging on desks or counters or shouting loudly in an intimidating manner.

**Patients who are violent or aggressive towards any person on Surgery premises will be removed from the Practice list.**

**Are you caring for someone who has a long term health condition?**

If so, please let us know. We may be able to give you important help and advice. It will be helpful for the doctor to know that you are a carer as it may affect your own health and treatment. When you tell us that you are caring for someone we will place your details on our Carers Register so that Practice staff are aware you are a carer. We will not share this knowledge with anyone else unless you tell us that we can. We may be able to offer you other services to help you care for your own health. We will try to help you if your caring responsibilities mean that you have difficulties attending appointments.

If you are giving regular and substantial help to a person that you care for, you may be entitled to a Social Services Carers assessment. The assessment gives you advice and information. You and the person that you care for may be entitled to practical help and support.

Contact Bournemouth Social Services on **01202 454979** for further advice.

For General Carer's information, contact NHS Carers Direct on **0808 8020202** or view the website:

[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

**Data Protection**

The Practice fully complies with the Data Protection Act 1998. Under the Act patients have a right to be informed whether personal data about them is being processed and have the right of access to the data. Patients can review the data processed and formal applications for access should be made in writing to the Practice Manager.

## **Complaints Procedure**

It is our wish to provide a professional and supportive service to all our patients. Sometimes this doesn't always go to plan and if you wish to complain about any aspect of the service you have received, please ask for the Reception Manager, Practice or Deputy Manager who will be happy to help.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned. Where you are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so, preferably in writing to the Practice Manager as soon as possible after the event.

If you remain dissatisfied with the Practice response to your complaint you should write to: The Parliamentary and Health Service Ombudsman, Millbank Tower, London, SW1P 4QP

**Tel: 0345 0154033**

### **You may also approach Dorset Advocacy for help or advice;**

The Dorset Advocacy Service provides locally based telephone and face to face support to anyone who is dissatisfied with their experience of the NHS. They can be contacted on: **0300 343 7000**

## **Patient Participation Group**

Would you like to influence the development of local health services?

We have a Practice Patient Group, so why not come along to discuss your ideas and hear about planned changes. If you would like to attend our next meeting, or have any queries about the Patient Participation Group, then please contact the Practice Manager.