

Welcome to

WAREHAM SURGERY

This booklet is provided primarily for new patients whom we would like to welcome to the surgery, but it is also for all patients as a source of information of the facilities available. There are eight doctors in the partnership, five male and three female.

DOCTORS (PARTNERSHIP)

Dr James Richard Bennett MB BS (1990 London), DRCOG, MRCGP

Dr Carolyn Tracy Crickmore MB ChB (1989 Cambridge) DFFP, DRCOG

Dr Mark Gill Williams MB BS (1989 London) MRCGP, DFFP, DRCOG

Dr Alastair Hugh Ward MB BS (1987 London) MRCGP, MRCP, DTMH, DCH, DRCOG

Dr Alastair Lewin McPhail BM (1997 Southampton), BSc, DRCOG, DGM, MRCGP

Dr Ann Elizabeth Marshall MBChB (1995 Sheffield), DRCOG, MRCGP, DFFP

Dr Nathan Francis MBBCh (2003 University of Wales) BSc (Intercal.) DCH MRCGP MPH

Dr Hannah Francis MBBCh (2003 University of Wales) DRCOG DCH DFFP MRCGP

SALARIED GP

Dr Claire Lavender MBChB (University of Leeds 2010) BSc DRCOG

GP TRAINEE

Dr Samantha Owen MBBS (2015 The University of Hull and the University of York)

NURSES

PN Hilary Pamela Taylor RGN, Dip Asthma, Dip COPD, Dip Diabetes

PN Hannah Murray BSc (Hons) RGN

PN Amber Stanley

HCA Cora Best

HCA Kate Dmochowska

*An explanation of these abbreviations can be found on page 9

REGISTRATION

Anyone living in the area covered by the surgery can be registered (see page 8). To register, simply ask at the reception desk or download the forms from the surgery website www.warehamsurgery.nhs.uk. If you have a medical card this will help, but is not essential. However we will need your NHS number; if you do not know this, please contact your previous surgery. You will need to complete three forms; one provides the information to register you with the surgery, the others give us useful background information concerning your health, and who we may contact as your next of kin; the third is an ethnic monitoring form. In exceptional circumstances the surgery has the right to prevent registration.

Once registered with the surgery, you will be registered with a particular GP though you can arrange to see any doctor. It is important that you stick to seeing the same doctor as far as possible, particularly if you have an ongoing problem with an aspect of your health, so we will try to organise appointments to allow this. To do this we may need to ask you whether your condition is new or ongoing. It may be necessary for you to wait several days and sometimes longer to see the same doctor, but we believe this is in your best interest. If

you see a different doctor just because there is an available appointment it can sometimes lead to a different approach to your treatment, which could lead to subsequent misunderstandings.

(However if you see a different doctor, please be assured that he or she will have access to your medical records and will record any treatment and advice given to you.) Sometimes you may get a telephone call from your doctor when there are no immediate appointments to plan your treatment.

When your doctor asks you to make a follow-up appointment, please do so before you leave the building, or as soon as you can.

eCONSULT

eConsult is a platform that allows patients to consult with their own NHS GP simply by completing a quick online form. It helps GPs to deliver better access to registered NHS patients by providing a round-the-clock portal where patients can enter their symptoms and receive instant self-help advice, together with signposting to NHS 111, pharmacies and other healthcare services. With eConsult patients are able to have their symptoms remotely assessed by their own family GP without the need to visit the surgery in person, negating the need to take time off work or use precious holiday days for the sake of a 10-minute consultation. To access the service, go to our website www.warehamsurgery.nhs.uk and click on GET STARTED. We aim to provide a response by the end of the next working day.

NEW PATIENT CHECKS

These are for new patients who have recently joined the practice. We'd encourage you to take advantage of this opportunity for screening and a general discussion about your health, particularly if you have not seen a GP for over 3 years. It is also an opportunity to ensure that we have details of any medication you might be taking regularly and that these are put on your records before you start to run out.

OPENING HOURS

The surgery is open with a manned reception from 8.30am until 1.00pm, and 2.00pm until 6.30pm Monday to Friday, except Bank Holidays. Between 1.00pm and 2.00pm the surgery is closed, but telephone access to a receptionist remains available in event of an emergency.

APPOINTMENTS

Routine appointments are available between 8.30am (9.00am on Tuesdays) and 11.00am, and 2.30pm and 5.50pm in the afternoon. Early (from 7:30am) and later appointments (after 6:30pm) are available on Monday, Tuesday, Wednesday and Thursday mornings, for blood tests, some nursing and GP appointments, and Monday evenings for nursing and GP appointments.

If you have an urgent problem that requires immediate attention, a doctor can see you the same day **providing you ring the surgery before 10:30am**; you will then be given an appointment to be seen by a doctor. We will try to see you at your appointed time but there may be times when a wait will be necessary depending on demand. Please note the GP surgery does not start until 09:00am on Tuesday and 09:30am on the last Tuesday or Thursday of the month.

Please arrange a routine appointment at reception or by telephoning **01929 553444**. You may also book appointments on-line at our website **www.warehamsurgery.nhs.uk** Please ask at reception for details on how to register for this service. If you find you no longer need an appointment you have arranged please be sure to let us know as soon as possible to allow the time to be available for someone else – we lose over 60 appointments per month by patients not attending appointments and not advising us.

If we have your mobile telephone number you will receive a text message to remind you of your appointment. You can opt out of this if you prefer not to receive SMS reminders.

Please be sure to check into reception, preferably at the Automated Arrivals Console, when you arrive for an appointment. Apart from letting the doctor know you have arrived and are ready to be seen, it also ensures we know who is in the building in the event of an emergency.

We aim to see patients within 20 minutes of their appointment time; however please bear with us if we are running late as it usually means patients have needed more time with the GP than foreseen. If you arrive late for your appointment, we reserve the right to rebook you an appointment on another day.

The practice aims to provide care for anyone regardless of age, gender, race or disability. The clinical areas of the practice premises are all ground level with full wheelchair access. If you have difficulty with sight or hearing, please let the reception staff know when you attend. The practice uses an electronic display board to call you for your appointment, and if you have trouble reading the display, or hearing the bell indicating an appointment has been called, please let the reception staff know, and you will be called by an alternative means. Assistance dogs are allowed into the surgery.

RESPONSIBILITY OF PATIENTS

- It is your responsibility to inform us if you cannot attend for your appointment.
- It is your responsibility to ensure we have up to date contact details – particularly day-time telephone numbers - and those of your next of kin/carer.

REGISTERING FOR ONLINE SERVICES

We strongly recommend that you register for online services. This will enable you to book GP appointments, request prescriptions, amend contact details and view your medical record. If you wish to register for online services, please ask at reception for the forms. Please note you will have to bring in a form of photographic ID with your request. Access for children under 11 years of age is available for parents/guardians with parental responsibility. Proof of this may be required in the form of the birth certificate. The access will automatically cease on the child's 11th birthday and they can apply for their own access from age 16.

For access to a third party's medical record, you must provide written consent from the third party, or Lasting Power of Attorney documentation, together with personal photographic ID.

TELEPHONE ADVICE

Sometimes it is more convenient and simpler to have a discussion over the telephone rather than book an appointment. If you would like to speak to a doctor or nurse for advice, then telephone **01929 553444**. The

best time to phone is after 11.30am as the phones are less busy, and the doctors and nurses will be finishing their morning surgeries. If the doctor or nurse cannot speak to you directly please leave a message with the receptionist who answers your call, including any times when you won't be available to take a return call. The doctor or nurse will return your call when they are free. This may not be on the same day, but we aim to respond within 48 hours where possible.

If your question needs an urgent reply a doctor or nurse will be able to advise you more quickly. In an emergency, it would be better to request assistance from the ambulance service by dialling **999**. Remember that the surgery can't discuss issues relating to the health of others without their specific consent.

HOME VISITS

Home visits are normally for those who are housebound. Home visits can be requested for the same day, if they are requested by 10.30am, by telephoning 01929 553444.

Please state why you need a visit to help us work out who will need to be seen more urgently during the day. Please also give your address and telephone number. If you are requesting a visit for another person, please provide your name and contact details.

Visits are made at the doctor's discretion on grounds of clinical need and you may be offered an appointment at the surgery if the doctor feels this is more appropriate. You may be visited by another healthcare professional, e.g. community matron or emergency care practitioner (ECP), as appropriate, it may not always be a GP. It will be difficult to predict a time for the visit.

Lack of transport is not a reason for a home visit.

CHAPERONE

If you wish to have a chaperone for any examination, you may bring along a family member or friend. If you do not have someone able to do this, you may request a staff member to attend. Please note however that it is not always possible for a clinically-trained member of staff to be available.

GP TRAINEES

Wareham Surgery is a "Training Practice". Our Trainees (ST2s or ST3s) are fully-qualified doctors who have chosen General Practice as their career, and who, since gaining their degree in Medicine, will already have had at least three years of experience working as doctors in various hospital specialties. They are usually attached to your surgery for 6-12 months. They can provide care of the same standard as that given by the other doctors within the practice, but also enjoy close clinical supervision by GP Partners at the practice, and will refer to the partner who is their Trainer if necessary.

ST2 trainees will have been qualified doctors for at least three years after completing their Medicine degree, gaining experience in general practice, after working as doctors in various hospital specialties.

ST3 trainees will have been qualified doctors for at least four years after completing their Medicine degree (two Foundation Years, followed by two years of GP vocational training, including six months already in a different GP practice). They are in their final stage of postgraduate training to become an independent GP.

As part of their assessment in training, GP Trainees have to sometimes video-record consultations. These recordings are strictly confidential and only seen by doctors involved in their assessment. Video-recording of consultations is only ever done with your express written consent, and you may choose to withhold such consent without giving any reason or affecting your care in any way.

GP Trainers

Dr Nathan Francis and Dr Hannah Francis are approved GP Trainers, and will be responsible for the supervision of all GP Trainees.

RESEARCH

This surgery also participates in research projects; you may be asked to participate but no personal information is given to a 3rd party without your permission.

OUT OF HOURS

Between 1.00pm and 2.00pm, 6.30pm and 8.30am and during weekends and bank holidays, the surgery is closed. If you telephone between 1.00pm and 2.00pm, you will hear a recorded message telling you how to seek emergency help. At other times, you will be asked to contact NHS111 which covers emergency treatment during these times. NHS111 is also available at any time for advice.

The out of hours arrangements are the responsibility of the NHS Commissioning Board, and will not involve the surgery. Any comments or complaints about the out of hours service should be directed to:

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

EMAIL

Due to issues of confidentiality there are limitations on how we reply to email communication.

Email messages should be directed to **wareham.surgery@nhs.net**

*Email communication must **not** be used for:*

- Home visit requests
- Medical advice
- Appointment requests
- Requests for telephone contact by clinicians or staff

We recommend you register for online services.

REPEAT PRESCRIPTIONS

Repeat prescriptions are available from your doctor if you are on regular medication. You should allow two working days for your prescription to be processed by the surgery. In order to prevent mistakes, repeat

prescriptions **are not accepted over the telephone.**

You can order repeat prescriptions by either:

- Using the on-line ordering service via our website **www.warehamsurgery.nhs.uk**. Please ask at reception for instructions on how to register. We recommend you register for online services as this is the most direct method and reduces the risk of error.
- Delivering a repeat prescription slip or written request to the surgery by hand or post.
- Asking a local chemist to order repeat prescriptions on your behalf, remembering this may take longer than two working days.
- By registering with Pharmacy2U to deliver your medication by mail – visit the website for further information **<http://www.pharmacy2u.co.uk/register>**
- Emailing a repeat prescription request to **wareham.surgery@nhs.net**

FIT TO WORK CERTIFICATES

Under current legislation a Patient can “self certificate” for the first 7 working days of any illness. The self certificate (Form SC2) is available from the DSS office or your employer. We do not normally issue doctors certificates for the first week.

After the first week, if you require a free Statement of Fitness for Work (Fit Note), please make an appointment as these are obtained as part of a consultation with a doctor. If you wish to renew a Statement, please call the Surgery and we will advise the GP as usually this does not require a second appointment.

PODIATRY (CHIROPODY)

This is available only through referral by your doctor; there has to be a medical need e.g. diabetes. Once you have been referred to the podiatrist, you will receive notification of your appointment by post. Podiatry clinics are run by Dorset Community Podiatry Service Tel: Administration Team on 0300 303 8630.

HOSPITAL TRANSPORT

Transport to hospital is now booked directly by patients. Please call E-Zec on 0300 777 5555

DISEASE MANAGEMENT CLINICS

There are several clinics specially for looking after patients with ongoing conditions such as heart disease, diabetes, high blood pressure, asthma and other breathing conditions. You will be sent an invitation to attend if it's appropriate, but if you feel you need to be seen beforehand, this can usually be arranged. Specially trained nurses run the clinics. If you need to be reviewed for more than one chronic condition it is possible for you to be seen in just one appointment, please ask at reception when making your appointment.

INVESTIGATIONS

We are able to perform a variety of investigations within the surgery including:

Blood and urine tests

Electrocardiograms (ECGs, heart tracings)

Spirometry (lung function tests)

24 hour blood pressure recordings

Pregnancy tests (when there is a medical reason to find out)

Cervical smears

TEST RESULTS

Please note that we will not call you if your test results require no further action. If your GP feels that further action is required, we will contact you.

OTHER SERVICES

We are also able to offer travel vaccinations (a form needs to be submitted before an appointment can be offered, please request this at the reception desk or download from the surgery website www.warehamsurgery.nhs.uk), flu vaccinations for eligible patients, and midwifery clinics.

SPECIMENS

If you are asked to provide a specimen by your GP or nurse, it is vital that the pot is sterilised and clearly marked with your name and date of birth along with a urine specimen form, please ask at Reception. Unidentifiable specimens and those without a completed form will be disposed of.

MINOR SURGERY

Most of the doctors are trained and experienced in performing minor surgery including the removal of skin lesions, joint injections and cryotherapy (treating skin lesions with liquid nitrogen). These appointments are limited so there is usually a waiting list.

WELL PERSON CLINICS

These are available by appointment with the practice nurse.

DATA PROTECTION ACT – PATIENT INFORMATION

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs, and your doctor is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written

consent, and we do not leave messages with others. We do lose a lot of time trying to contact patients and having to make multiple calls as we cannot reach them immediately; if you are happy for someone else to take a message, it would be helpful; please confirm this in writing, stating the person with whom we may leave messages. You may specify the level of detail we are allowed to communicate.

Please ask at reception for a copy of our Privacy Notice or go to www.warehamsurgery.nhs.uk

ACCESS TO YOUR MEDICAL RECORDS

You are entitled to see your medical records subject to the limitations of law. In some circumstances a fee may be payable, including if you require copies. If you wish to view your records, please arrange to do so by contacting the practice manager in writing; an appointment will be required. Your records are the property of the Department of Health, and the original record may not leave the premises.

Your records are strictly confidential and only staff directly dealing with your care will have sight of them, and then only that which is necessary in order for their duties to be performed. The surgery takes the concept of confidentiality seriously and will not disclose any medical information to anyone, including spouses or other family members, without your clear, usually written, consent. Exceptions to this would be if a court order is obtained requiring the release of information, or if it is perceived that disclosure of information will prevent harm to others. These circumstances are extremely rare.

WAREHAM HEALTHCARE FORUM GROUP

A group of representatives with appropriate experience from the local community have formed a group called the Wareham Healthcare Forum Group. The group members are:

Peter Booth	Sheila Lancefield (Chair)
Gabrielle Henstridge	Mary Wainwright
Yvonne Hunter	Helen Geach
Emma Browning	Jayne Hutchings (ex-officio)
Cherry Bartlett	Chris Auburn
Anne Laugharne	

Although the Forum managed to get the inside of the surgery building refurbished, it was clear that the actual building was well past its "best-by" date. In 2015, the Chair started approaching the then Dorset County Council to see if the old Middle School grounds could be used for a new surgery building. Since then, it became clear that the Hospital outpatients' clinics and the Health and Social team could all be based, with the Wareham Surgery team, in a HUB on that land. Members of the Forum and the Chair, who are also members of the Friends of Wareham Hospital, have attended meetings, sat on Board meetings, written letters and generally kept the pressure up to persuade the now Dorset Council, Dorset Healthcare Trust and the CCG to bring about their dream of a fully integrated HUB. Now five years on, we await a decision about this Hub.

Since the six GP Surgeries form a Purbeck Network, the PPGs have also linked up. They cover Corfe Castle, Swanage, Sandford, Wool, Bere Regis and of course Wareham. The Leads of these PPGs communicate by email and meet on a regular basis. In that way, projects that benefit the people of Purbeck can be supported, the latest of which is the successful Lindsay Leg Club which meets weekly and where the members can be treated for their leg ulcers in a social setting rather than coming to their surgery.

You may have seen some of the Forum members at the Flu Clinics this autumn, gathering information forms and chatting while you were waiting.

We also have a Virtual PPG where no meetings are held but the members are kept up to date with network news and they also communicate by email. If you are interested in joining this virtual group, there is a form you can access on the website.

MEDICAL TRUST FUND

The surgery maintains a Medical Trust Fund, which is used to purchase additional equipment to improve the service we can offer our patients. This fund is supported by donations from patients, for which we are most grateful. Cheques should be made payable to **Wareham Surgery**.

COMPLAINTS

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

HOW TO COMPLAIN

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Practice Manager who will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality (a separate leaflet giving more detail on confidentiality is available on request). If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this.

WHAT WE WILL DO

We will acknowledge your complaint within 3 working days and aim to have fully investigated as soon as is reasonably practicable. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations.

TAKING IT FURTHER

If you remain dissatisfied with the outcome you may refer the matter to:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

or

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel 0345 0154033

www.ombudsman.org.uk

We will not deal with any complaint concerning legal liability or compensation. If a complaint is found to be malicious or unjustly defamatory the Partnership will consider legal action to protect its interests.

VIOLENT OR ABUSIVE BEHAVIOUR

The surgery will not tolerate any violent or abusive behaviour towards any member of staff. Fortunately, this sort of problem is rare, but anyone behaving in such a way will be taken off the surgery's list of registered patients. The partnership will not hesitate in pursuing legal action in the event of actual harm to staff or premises.

PRIVATE FEES

Private fees will be charged according to the British Medical Association recommendations that apply at the time for services such as the following: Private sickness certificates, private health insurance claim forms (e.g. BUPA,PPP), driving medicals, school fees insurance, fitness for occupation, travel or sporting activities, solicitors reports, travel medical forms, etc. Please enquire at the reception desk regarding the appropriate fees and please provide a stamped addressed envelope if you wish the forms to be posted to you on completion. To enable us to understand your request and so you are fully aware of our fees, we require a form to be completed which you can collect at reception or download from the website www.warehamsurgery.nhs.uk. We require payment before you receive your form.

ABBREVIATIONS

Graduate qualifications

MB BS: Bachelor of Medicine and Surgery
MB BChir: Bachelor of Medicine and Surgery
BM: Bachelor of Medicine
BSc: Bachelor of Science

Postgraduate qualifications

MRCGP: Member of the Royal College of General Practitioners
MRCP: Member of the Royal College of Physicians
DFFP: Diploma of the Faculty of Family Planning
DRCOG: Diploma of Royal College of Obstetricians and Gynaecologists
DCH: Diploma of Child Health

DTMH: Diploma of Tropical Medicine and Hygiene

DGM: Diploma of Geriatric Medicine

Nursing qualifications

RN: Registered Nurse

RGN: Registered General Nurse

NHS Dorset Clinical Commissioning Group

The name and address of the Clinical Commissioning Group administering the practice area is:

Vespasian House
2nd Floor, West Wing
Bridport Road
Dorchester
DT1 1TS
Tel: 01305 368900
Website: www.dorsetccg.nhs.uk

The address of the surgery is:

Wareham Surgery
Streche Road
WAREHAM
Dorset BH20 4PG
Telephone number: 01929 553444
Fax number: 01929 550703
Email address: wareham.surgery@nhs.net
Website: www.warehamsurgery.nhs.uk

PRACTICE CATCHMENT



The practice will consider requests from patients who move from within the inner boundary to within the outer boundary to remain registered with the practice.

USEFUL TELEPHONE NUMBERS

Wareham Surgery

Appointments, Home visits and results	(01929) 553444
Practice Manager/administration	(01929) 554074
District nurses	(01929) 550784
District nurses (out of hours)	07788 925830
Health visitors (24 hr messaging)	(01929) 550586
Community midwife	(01929) 553444
Community mental health nurses	(01929) 557555
School nursing team	(01929) 556422
Macmillan nurse	(01202) 659324
Family planning clinic	0300 303 1948

Hospitals

Wareham	(01929) 552433
Poole	(01202) 665511
Royal Bournemouth	(01202) 303626
Dorset County (Dorchester)	(01305) 251150
Swanage	(01929) 422282
St Anne's	(01202) 708881

Opticians

Webster's	(01929) 556062
Shayler's	(01929) 553928

Chemists

Boots	(01929) 552737
Day Lewis Pharmacy	(01929) 552384
Sandford Pharmacy	(01929) 551164

Dentists

Wareham & Sandford Dental Surgeries	(01929) 552363
-------------------------------------	----------------

Weymouth Walk-in Centre

Weymouth Community Health Centre accepts all patients. Your GP may refer you or you can simply go along. No appointments are needed. Open 8.00am – 8.00pm

The centre is located at:
Melcombe Avenue
Weymouth Community Hospital
Melcombe Avenue
Weymouth
Dorset DT4 7TB