

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 nine doctors in the partnership, five male and four female doctors.

DOCTORS (PARTNERSHIP)

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

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

Dr Ann Elizabeth Marshall MBChB (1995 Sheffield), DRCOG, MRCGP (2001), 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

Dr Samantha Owen MBBS (2015 University of York) BSc MRCGP (2020)

Dr Rebecca Hughes MBBS (2008 London), MRCGP (2014), DTM&H (2011), BSc (2005)

NURSES

PN Victoria Barnett Registered Nurse – Adult

PN Cordelia Gadsby Registered Nurse - Adult

HCA Deimante Sabutyte

HCA Debbie Wilcox

Phlebotomist Sue Lander

*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). You can register online www.warehamsurgery.nhs.uk or you can request forms from the reception desk. 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, who will be your named accountable 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.

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

Patients are asked to contact the practice via the online request form, eConsult. eConsult is a digital triage and online consultation platform that allows NHS GP practices to better understand the needs of their patients. By collecting rich, safe and structured patient information, patients can be better supported to get the right care at the right time and in the right place. Patients are also encouraged to check their symptoms, find verified NHS self-help information and find appropriate local or self-referral services, or submit consultations for their dependents. It is an online portal available via the website www.warehamsurgery.nhs.uk Monday to Friday 8:30am to 6:30pm. All medical problems are triaged by a clinician and a response is sent to the patient usually on the same day, but if not by the end of the next working day.

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) appointments are available on Tuesday mornings for blood tests and some nursing appointments. 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.

Nursing appointments can be booked at reception or by telephoning **01929 553444**. 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 may 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. 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 via our clinical system online access, SystmOnline, or the NHS App. This enables you to request prescriptions, amend contact details and view your medical record. If you wish to register for online services, you can do this via the NHS App or by downloading forms from our website www.warehamsurgery.nhs.uk Please note you will have to bring in a form of photographic ID with your request for SystmOnline Access. Access for children under 13 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, when they can grant a parent/guardian proxy access, 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, complete an online request form, eConsult. 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.

CALL RECORDING

Calls to the surgery are recorded and processed in accordance with the General Data Protection Regulation 2016 and the Data Protection Act 2018, calls are recorded for monitoring, training and dispute resolution purposes.

The purpose of call recording is to provide an exact record of the call which will:

- Protect the interests of both parties;
- Help improve Practice performance and best practice;
- Help protect Practice staff from abusive or nuisance calls;

- Establish the facts in the event of a complaint either by a patient or a member of staff and so assist in resolving it;
- Establish the facts and assist in the resolution of any medico-legal claims made against the practice or its clinicians;
- A call recording may also be used as evidence in the event that an employee's telephone conduct is deemed unacceptable. In this situation the recording will be made available to the employee's manager, to be investigated as per the Practice Disciplinary Policy
- Calls recordings are kept for one month.

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 the 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 specialities.

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

With effect from 01 July 2021, we no longer accept emails from patients. 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 NHS App.
- Using the online access facility. Please visit our website **www.warehamsurgery.nhs.uk** or ask at reception for instructions on how to register. **We recommend you either use the NHS App or register for online access 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.

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 online, or from your employer. We do not normally issue doctors certificates for the first week. If your employer insists on a doctor's certificate, this will incur a private fee.

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

PODIATRY (CHIROPODY)

This is available only through referral by your doctor; there must 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 can 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

You will not normally be contacted for medical tests, including blood tests, x-rays and urine tests, if your results require no further action. Most blood test results are available on the day following the blood test, but some results can take days and others a few weeks. You should be told when to expect a result. Please also note that you can view your results, once they have been reviewed by a clinician, using the NHS App or

online access.

For the National Screening tests such as cervical smear, bowel screening, breast screening and AAA screening, you should receive your results directly from the relevant service. If you have not received your results, please contact the surgery.

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. Please note, if you require non-NHS travel vaccines, you will be directed to a travel clinic.

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

Some 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. 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 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. 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 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:

Sheila Lancefield (Chair)	Gabrielle Henstridge
Yvonne Hunter	Jayne Hutchings (ex-officio)
Chris Auburn	Anne Laugharne

Their role is to improve the healthcare facilities and services available to the patients of the practice. They keep aware of current issues in the NHS; consider and comment on local healthcare issues including those identified by the practice; and support, lobby for and represent the interests of the practice in healthcare debates. The forum group has been lobbying for new premises since 2015.

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.

You may see some of the Forum members at the Flu Clinics in autumn, gathering information forms and chatting while you wait.

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.

In the summer of 2020, we started a Purbeck Youth PPG to encourage young people aged 13-18 to get involved in shaping services. We would welcome more members. Visit our website for further information.

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

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 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 Integrated Care Board

The name and address of the Integrated Care Board administering the practice area is:

Vespasian House
Bridport Road
Dorchester
DT1 1TS
Tel: 01305 368900
Website: www.nhsdorset.nhs.uk

The address of the surgery is:

Wareham Surgery
Streche Road
WAREHAM
Dorset BH20 4PG
Telephone number: 01929 553444
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 557593
Community midwife	01929 553444
Community mental health nurses	01929 557555
School nursing team	01929 556422
School Aged Immunisation Service	01425 891162
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
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Chemists

Medsclinic	01929 208143
Day Lewis Pharmacy	01929 552384
Sandford Pharmacy	01929 551164

Dentists

Wareham Dental Surgery	01929 552363
Mydentist	01929 554760

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