

## PRACTICE OPENING HOURS

Dorchester: Monday - Friday 8.00am - 6.30pm

Portesham: Monday - Friday 8.30am - 6.00pm

We also offer extended hours on Tuesday's  
from 6.30pm-7.30pm at the Dorchester branch.

## GP PARTNERS

Dr John Robertson - Tues, Wed, Thurs, Fri

Dr Charlotte Hill - Tues, Wed, Fri

Dr Mike Lewis - Mon, Tues, Fri

Dr Lara Wear - Mon, Tues, Thurs

Dr David Scott - Mon, Wed, Fri

Dr Harry Chamberlain - Wed, Thurs, Fri



*Please scan this QR code to view  
our website or go directly to  
[www.princeofwalessurgery.co.uk](http://www.princeofwalessurgery.co.uk)*



# PRINCE OF WALES SURGERY

[www.princeofwalessurgery.co.uk](http://www.princeofwalessurgery.co.uk)

Dorchester Branch  
Frederick Treves House  
2 St John Way  
Dorchester  
Dorset  
DT1 2FD

Tel : 01305 250989

Portesham Branch  
Malthouse Meadows  
Portesham  
Dorset  
DT3 4NS

Tel: 01305 871468



## WELCOME TO THE SURGERY

### REGISTERING AS A NEW PATIENT

If you wish to register at the Practice and are within the practice boundary, please use the NHS App or the link on our website to submit your registration form. If you're unable to access the internet, please ask our Patient Services team for a form to complete. If you wish, an appointment can be made for a new patient health check, which will be carried out by a one of our nurses.

This practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

### TEMPORARY RESIDENT

If you are on holiday or staying in the area for less than three months we can register you as a temporary resident for acute matters. If you require a prescription for your repeat medication, please contact your usual practice.

To register as a temporary resident, please ask at reception for a form.

### TREATING OVERSEAS VISITORS

If you are not ordinarily resident in the UK, please refer to our leaflet Treating Overseas Visitors for further information about accessing our services.

### HOME VISITS

You may request a home visit if you are completely bed-bound, terminally ill or near to end of life, or if you are too poorly that it would be harmful to attend the surgery.

Any home visit requests must be made before 10.30 am. All visits will be medically assessed and we cannot guarantee that all requests will be approved. We also work with Advanced practitioners from Mid Dorset PCN who may also do the home visit.

## APPOINTMENTS

Appointments can be made by ringing our phonelines, using Systmconnect online or by calling at the Surgery between 8.00am and 6.30pm. Appointments can be booked in advance. On the day appointments are for acute matters only.

Appointments can also be made for telephone advice.

The telephone is often busy early in the morning; therefore if your call is not for an appointment, please call later in the day. Patients are seen by appointment only.

Every patient is registered with a GP, we will always do our best to accommodate every patient to see their usual doctor, however, you have the right to choose which GP you see.

## DOCTORS TELEPHONE APPOINTMENTS

You may not need to see the Doctor face to face, on these occasions you can ask to go on the Doctors telephone list. The doctor will contact you when they have finished their surgery. If the doctor needs to examine you they will ask you to make an appointment to come in.

Please ensure that you give the receptionist an up to date number that you can be contacted on when making your request.

## ARE YOU AN UNPAID CARER?

If you look after a family member or friend who is frail, has a disability, or needs extra support, please let us know. As an unpaid carer you play a vital role, and we may be able to offer support. Helpful information is available on our website at [www.princeofwalessurgery.co.uk](http://www.princeofwalessurgery.co.uk) or on the NHS site at <https://www.nhs.uk/mental-health/social-care-and-your-rights/help-for-carers/>



# OUR TEAM

## GP TEAM

Our GP team is made up of 6 GP Partners and a number of salaried GP's, all with their own patient lists. Our GP's manage diagnoses, treatment, long-term condition management, and referrals to specialists. They are able to handle complex medical issues and overall patient care. As a patient of Prince of Wales, we will try our best to make sure you see your own GP wherever possible.

## DOCTORS IN TRAINING

We support the training of future GPs and host GP Registrars (qualified doctors in training) for 6–12 months under GP supervision. We also have medical students who may observe or run supervised sessions. Please let your doctor know if you do not wish a student to be present during your consultation.

## NURSING TEAM

We have Advanced Nurse Practitioners (ANPs) who support our patients. They are highly trained clinicians who can assess, diagnose, prescribe medicines and manage many conditions - often an alternative to seeing a GP.

Our Practice Nurse team are able to provide vaccinations, health checks, wound care, cervical screening and support long-term conditions like diabetes or asthma.

They offer advice on healthy living and work closely with GPs and ANPs to deliver ongoing care for a wide range of health needs.

Healthcare Assistants (HCAs) working within our practice help with blood pressure checks, vaccinations, blood tests, ECGs, wound care, health checks and other routine procedures. They are able to support the clinical team by preparing patients for reviews and collecting important health information.

## MANAGEMENT TEAM

Our management team is made up of a Practice Business Managers and two Site Operations Managers.

The team is responsible for the day-to-day running of the practice. The management team ensures services are safe, well organised and patient-focused, supports staff, manages systems and resource and works to improve the quality of care and patient experience.

## PATIENT SERVICES

Our patient services team is your first point of contact for the surgery. The team helps direct you to the right clinician or service, manages appointments, processes repeat prescriptions and answers general queries.

## ADMINISTRATION & MEDICAL SECRETARIES

Our Administration and Medical Secretary team works behind the scenes to support your care. They process hospital letters, manage recalls and referrals, update patient records, handle medical correspondence, and coordinate communication with hospitals and other services to ensure information reaches the right clinician at the right time.

## WELLBEING TEAM

The team supports your overall wellbeing by connecting you with helpful community services and non-medical support. They work with you to understand what matters most and link you to the right local resources



# SERVICES

## CLINICAL PHARMACIST

Via our PCN we are able to offer appointments with a Clinical Pharmacist who are specialists in medicines. They help with medication reviews, side-effect queries, long-term condition management, and prescriptions.

## FIRST CONTACT PHYSIOTHERAPISTS

We have First Contact Physiotherapists working within our practice who specialise in assessing and managing muscle, joint, and movement problems. They can diagnose issues such as back, neck, shoulder or knee pain, provide treatment advice, recommend exercises, and arrange further investigations or referrals if needed - often without needing to see a GP first.

## MEDICATION REVIEWS

In order to safeguard your wellbeing it is necessary for the doctors to review your medication with you regularly. If you are coming to see you GP on another matter they will perform the review then. Otherwise they may want to talk to you on the telephone or face to face. If you do not attend for a regular review it may delay the issuing of your repeat prescriptions.

## HEALTH CHECKS

A free health check is available at the Practice. If you are new patient or you are over 75 years old and have not been seen in the last year at the surgery or if you aged 16-74 years and have not been seen in the last 3 years you can ask at reception for an appointment.

## CERVICAL CYTOLOGY (SMEAR) TESTS

Regular screening of women aged 25 – 64 years is recommended to prevent cervical cancer. The test is simple and painless, and can be carried out in the surgery. If you have not had a test in the last 3-5 years please discuss this with your GP or nurse.

## COIL AND IMPLANT CLINICS

If you are looking for long term contraception we offer coil clinics and implant clinics. Please speak to our reception team if you would like further information or to book a telephone call to discuss this.

## MINOR SURGERY OPERATIONS

We offer joint and soft tissue injections for certain conditions in house. We also offer other minor surgery procedures, your GP will advise you.

## TRAVEL CLINICS

Please book an appointment at the surgery first to have an assessment with our nurse. Some vaccinations are not available on the NHS and we can then advise you if you may need to attend a pharmacy for any further vaccines or malaria tablets. We have a travel vaccination leaflet if you would like further information about this.

## MOTHER AND BABY CLINICS

All mother and baby checks should occur between 6 and 8 weeks post-partum. We also run baby immunisation clinics to make sure that baby has all of their vaccinations as scheduled. Please call our reception team to arrange these appointment.





## MEDICATIONS AND PRESCRIPTIONS

### PORTESHAM DISPENSARY

Portesham dispensary is open from Monday to Friday, between 08.30—midday and 16:00—18:00.

### REPEAT PRESCRIPTIONS

If you regularly need medication, the computer will generate a “repeat request slip” each time an item is repeated. This slip must accompany each request to ensure that the correct medication is prescribed; therefore telephone requests cannot be accepted. If the repeat slip is lost or mislaid please submit a written request for the items required.

Otherwise the request can be dropped in at the surgery where it will be ready for collection within 48 hours, excluding bank holidays and weekends. Patients on regular, repeat medication will be reviewed at least annually by their Doctor. **Please allow 48 hours for your prescription to be processed.**

**You can order your repeat prescription online via our website:**

**[www.princeofwalessurgery.co.uk](http://www.princeofwalessurgery.co.uk)**

**Please ask at reception for details.**

Please make sure that you have enough medication to cover you over weekends and bank holidays. Should you run out do NOT go to the A&E or Out of Hours. The Out of Hours Service will NOT supply medication if you run out, please go to your usual pharmacy and they may give you sufficient supplies to see you through—they may charge you for this.

## YOUR LOCAL PHARMACY

Your local pharmacy can give you advice on minor ailments, such as hay fever, allergies, coughs & colds.

All pharmacies have a qualified pharmacist on duty and some even have consulting rooms to ensure your privacy is maintained.

By using your local pharmacy for minor ailments you could save yourself time and anxiety.

## CLINICAL INFORMATION

### FIT NOTES (PREVIOUSLY SICK NOTES)

A Doctor’s note is not needed for the first seven days of illness. Self-certification forms are available from the Medical Centre or your employer. If you require a Fit Note after this you can complete an e-consult via Systmconnect or you will need to make an appointment to see a Doctor.

### PRIVATE MEDICAL CERTIFICATES AND EXAMINATIONS

Please note that fees are payable for non-NHS services. This includes non-clinical letters and medical reports for example. Please ask at reception for details of the cost.

## RESULTS OF INVESTIGATIONS

We encourage all patients to download and use the NHS app. You can use this app to check any test results. If you need to call for results, please telephone after 11.00am to avoid long queues. To protect the patient’s confidentiality results will only be given by telephone to the actual patient concerned. Please check that your results are back before attending for any follow up appointment.



## ONLINE SERVICES AND ACCESS

### ACCESS TO MEDICAL RECORDS

Patients have the right to access their medical records. If you wish to view your notes, please contact reception to arrange an appointment. Proof of identity will be required before any information is shared. You can also request online access—please ask at reception for details.

### USING ONLINE SERVICES

Patients can register for SystmOnline or use the NHS App to:

- Order repeat prescriptions
- Cancel or make appointments
- Update personal details
- Access your medical record

You can register for SystmOnline online or in person at the surgery. Proof of identification, such as a passport or photo driving licence, is required. If you register online, you will have limited access until you attend the surgery with ID and proof of address.

The NHS App can also be downloaded to access similar services securely from your phone.

Links to both are available on our website.

### CONTACTING US VIA SYSTMCONNECT

SystmConnect is an online consultation platform that allows patients to send clinical requests securely to a doctor or nurse from home. You can use it to ask medical questions, request follow-ups, or obtain Fit Notes without needing to visit the surgery in person.



## OTHER PROVIDERS

### DISTRICT NURSES

We have District Nurses attached to the practice who provide nursing care for patients confined to their homes. They can be contacted on 01305 361212.

### HEALTH VISITORS

The Health Visitors can be contacted on 01305 217056 or 01305 217044.

### MATERNITY CARE

The health visitor team and the Community Midwife offer all aspects of care during and after pregnancy. If you think you maybe pregnant please go to [www.maternitymattersdorset.nhs.uk](http://www.maternitymattersdorset.nhs.uk) to complete a self referral form.

### NHS HEALTH CHECKS

These are for adults aged between 40 and 74 without a pre-existing condition, unfortunately we can only offer these if you have received an invitation letter. You will be advised in your letter which surgeries offer this service on our behalf. A little like an Health MOT. It checks your circulatory and vascular health, helping to prevent diabetes, heart disease , kidney disease, stroke & dementia. These are also bookable via LiveWell Dorset.

### LIVWELL DORSET

If you would like to talk through other lifestyle changes such as giving up smoking, losing weight or drinking less call LiveWell Dorset on 01305 233105 or 0800 8401628 where they will be able to give you advice in accessing the most appropriate services, see the website for more information [www.livewelldorset.co.uk](http://www.livewelldorset.co.uk)

## WHEN THE SURGERY IS CLOSED

### NHS 111

NHS 111 is a service that has been introduced to make it easier for you to access local NHS Healthcare Services. You can call NHS 111 when you need medical help quickly but it is not a 999 emergency. NHS 111 is available 24 hours a day, 365 days per year and is staffed using qualified NHS staff to direct you to the most appropriate care.

## WEYMOUTH AND PORTLAND URGENT TREATMENT CENTRE

The Urgent Treatment Centre is a walk-in service & offers a wide range of treatment to deal with minor illnesses and injuries. The Centre is open from 8am—8pm at Weymouth Community Hospital, DT4 7TB.

### BRIDPORT MINOR INJURIES UNIT

Bridport Minor Injuries is located at Bridport Community Hospital, DT6 5DR. This MIU is nurse led and offers a variety of services and treatments for minor ailments and injuries. The unit is open daily from 9am-6pm.

### EMERGENCY DEPARTMENT (A&E)

Emergency Department services are for life threatening illnesses and injuries. The nearest Emergency Department is at:

Dorset County Hospital  
Williams Avenue  
Dorchester  
DT1 2JY

## TOP TIPS FOR YOUR APPOINTMENT

- Be prepared – Thinking ahead may save a return visit. For example, if you may need a urine test, consider bringing a sample with you.
- Bring someone with you – This can help if you are receiving important results, feel anxious, or have memory difficulties.
- Don't save everything up – The GP can usually deal with one problem per appointment, so focus on your main concern.
- Raise your most important issue first – Appointments are usually 10–15 minutes, so start with what matters most.
- Ask for a longer appointment if needed – If you feel your problem will take more time, request a longer slot when booking.
- Know your medical history – Clear information helps the doctor make the right diagnosis.
- Say what you think you need – Sharing this early can save time and allow proper discussion.
- Ask if you don't understand – Please ask if anything is unclear so you and your GP are on the same page.
- One person, one appointment – To ensure fairness for all patients, please book separate appointments for family members.
- Be patient – Delays can happen due to emergencies or complex cases. If you are unsure about a delay, speak to reception, who can help you rebook if needed.



# IMPORTANT INFORMATION

## CONFIDENTIALITY

The NHS is committed to protecting your information.

Everyone working for the NHS has a legal duty to keep your information confidential and ensure it is not shared with unauthorised people or organisations.

Information may be recorded on paper or electronically, but all records are treated with the same strict standards of confidentiality.

Electronic information may need to be securely transferred between systems. This includes extracting, modifying, and periodically testing data to ensure it has been transferred accurately. All such processes take place under carefully controlled conditions.

The law strictly controls the sharing of particularly sensitive personal information. We regularly review and improve our confidentiality practices and welcome feedback from patients, service users, and carers.

Your information may be shared with other healthcare professionals to support your care. If you do not wish this to happen, please inform reception or your GP. We recommend discussing this decision with your GP beforehand.

## ZERO TOLERANCE POLICY

For the safety and benefit of patients and staff, the Prince of Wales Surgery operates a zero tolerance policy towards abusive, aggressive and violent behaviour. In such cases a patient may be asked to leave the premises without being treated and may be asked to leave the list.

In cases of violent behaviour it is our policy to call the Police. Please treat the doctors, nurses and reception staff with the same standards of courtesy and respect that you would expect to receive. We will not tolerate rudeness or abuse of any kind.

## RIGHTS AND RESPONSIBILITIES

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect your needs both religious and cultural. Patients have the right to request which practitioner they see, please let the receptionist know when booking the appointment.

**Please contact the surgery if you are unable to keep your appointment, as we may be able to use it for another patient.**

Due to the nature of general practice sometimes surgeries may run late. Please be patient, as you may need more time on occasions too.

## HELP US TO HELP YOU

**Please remember:**

- Telephone lines and the Surgery may be busy when you call, please be patient
- If you are unable to keep the appointment that you have made please telephone, or go online and let us know so that someone else can be seen
- If you are unhappy with any aspect of the service you receive from any member of the Surgery team please ask to talk to the Patient Services Administrator or Practice Manager. They will discuss your concerns with you and explain the complaints procedure. Your feedback is always valued whether it is good or bad.





# PATIENT FEEDBACK

## COMPLAINTS

If you have a concern or complaint, you should ask to see a member of the management team. We appreciate patient feedback on all the services we provide, and if there are any problems we operate an in-house complaints procedure. If you remain dissatisfied with the response to your complaint you have the right to ask the NHS Commission Board.

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Contact Number: 0300 311 2233

Postal address: NHS Commissioning Board

PO Box 16738

REDDITCH

B97 9PT

## HEALTHWATCH DORSET

Healthwatch works to help local people get the best out of their local health & social care services. Healthwatch is a new consumer champion created to gather and represent the views of the public.

### Healthwatch

Healthwatch Dorset

Freepost BH1902

896 Christchurch Road

Bournemouth

BH7 6BR

**Phone: 0300 111 0102**

## DORSET ADVOCACY

The Dorset Advocacy Service can help you overcome problems, listen to your concerns and ensure your experience helps us make local health services even better.

Dorset Advocacy

Unit 13-15

Jubilee Court

Paceycombe Way

Poundbury

DT1 3AE

Phone: 01305 251033

Fax: 01305 266853

Email: [enquiries@dorsetadvocacy.co.uk](mailto:enquiries@dorsetadvocacy.co.uk)

## NHS DORSET ICB

NHS Dorset ICB

County Hall,

Colliton Park,

Dorchester,

Dorset

DT1 1XJ

Telephone: 01305 368900

Website: [www.nhsdorset.nhs.uk](http://www.nhsdorset.nhs.uk)

## HOW HAVE WE DONE TODAY?

### FAMILY AND FRIENDS TEST

We are always pleased to have your feedback—good and bad as feedback helps us to improve. Please use the paper forms or tablet by reception, respond to the SMS or via our website, to let us know how we have done in providing your care or care to a family member or friend.

