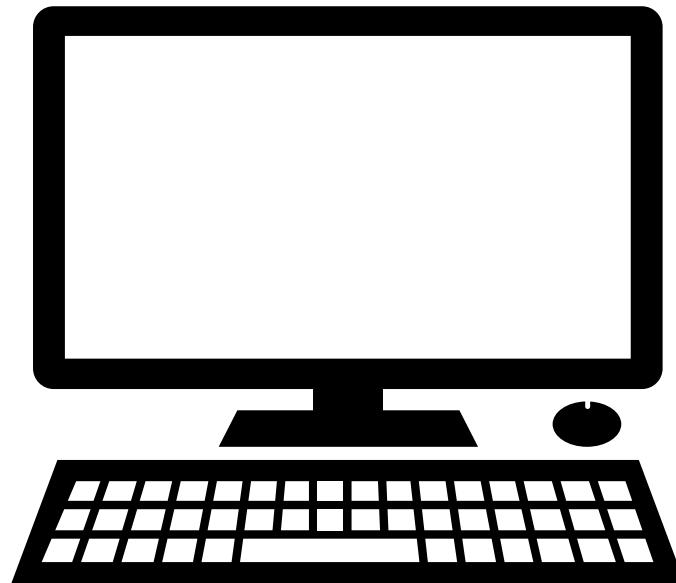


Our Website

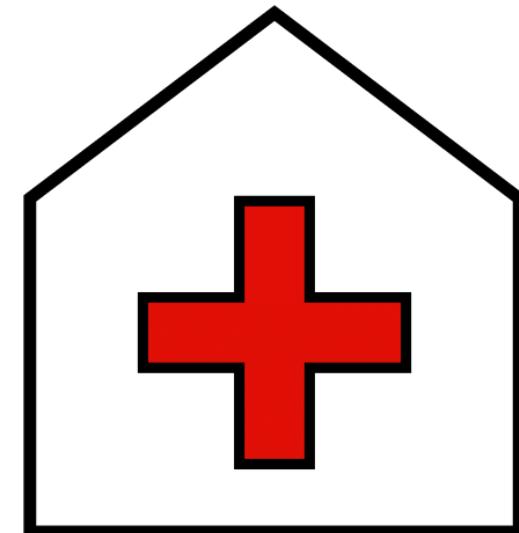
You can find information online.
www.princeofwalessurgery.co.uk

WELCOME TO

PRINCE OF WALES
SURGERY



**EASY READ
PRACTICE LEAFLET**



How to use this leaflet

This leaflet is written in Easy Read

Easy Read means:

- Short sentences
- Simple words
- One idea at a time
- Pictures to help understanding

You can:

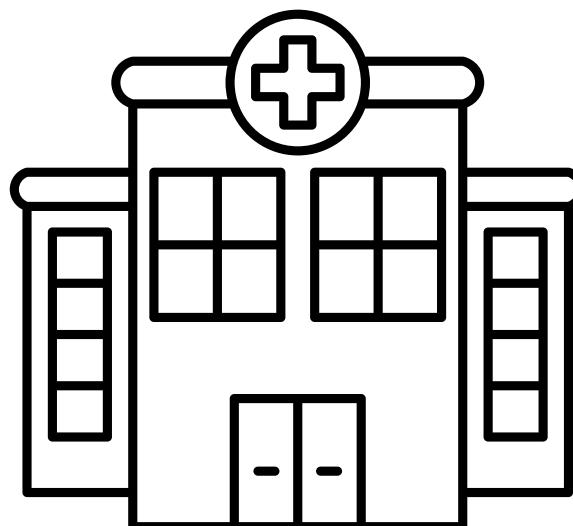
- Read it on your own
- Read it with support
- Ask staff to explain anything

About the Surgery

Prince of Wales Surgery is a GP Surgery.

We help you:

- Stay well
- Get treatment when you are ill
- Manage long-term health problems



Our Buildings

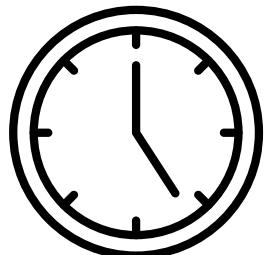
Dorchester Surgery



Frederick Treves House
2 St John Way
Dorchester
DT1 2FD



Phone 01305 250989



Open
Monday to Friday
8.00am to 6.30pm
Tuesday until 7.30pm

Our Buildings

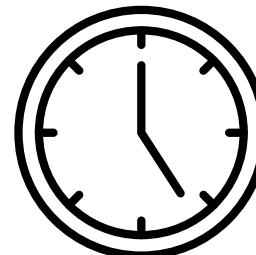
Portesham Surgery



Malthouse Meadows
Portesham
DT3 4NS



Phone 01305 871468



Open
Monday to Friday
8.30am - 6.00pm

Choosing Your Doctor

You have a named GP.

We try to book you with your usual GP.

You can ask for a different GP.



Appointments

You need an appointment to be seen.

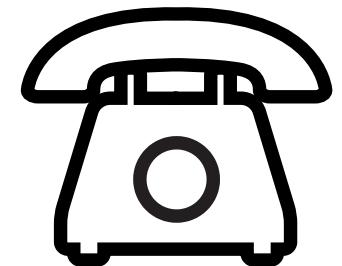
You can book:

- By phone
- Online
- At reception

Same day appointments are for urgent problems.

You can ask for a telephone appointment.

The doctor will call you.



Home Visits

Home visits are only if:

- You cannot leave your home
- You are very unwell
- You are near the end of life

Ask before 10.30am

A GP decides if a visit is needed.



Joining the Surgery

You can join if you live nearby.

You can:

- Register online
- Ask reception for a paper form

You may have a health check with a nurse.

We treat everyone fairly.

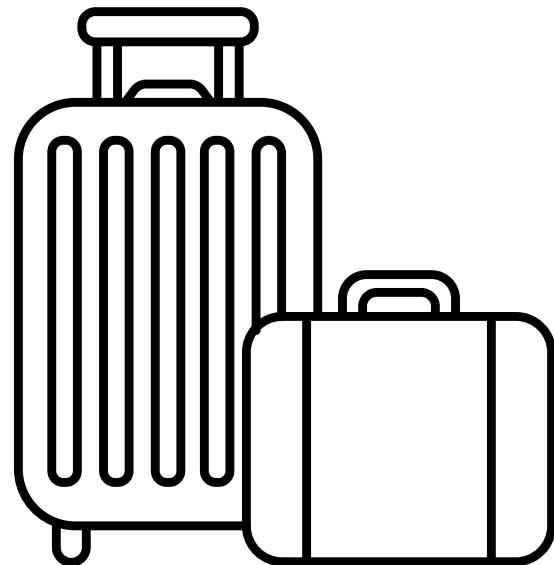


Temporary Patients

If you are staying less than 3 months:

- We can register you temporarily
- This is for urgent care only

Ask reception.



Are you a Carer?

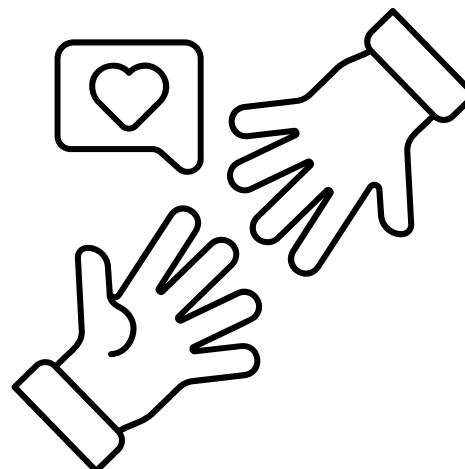
A carer helps someone who needs support.

This could be a:

- family member
- friend

Tell us if you are a carer.

We may be able to help you.



Our Team

Our team includes:

- Doctors (GPs)
- Nurses
- Healthcare Assistants
- Pharmacists
- Physiotherapists
- Reception and admin staff
- Wellbeing team

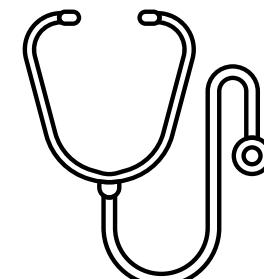


Services We Offer

We can help with:

- Health checks
- Vaccinations
- Smear tests
- Contraception
- Minor surgery
- Travel health advice
- Baby and child checks
- Medicine reviews

Ask reception who to see.



Medicines

If you take regular medicine:

- Order early
- Allow 48 hours before you collect

Do not run out.

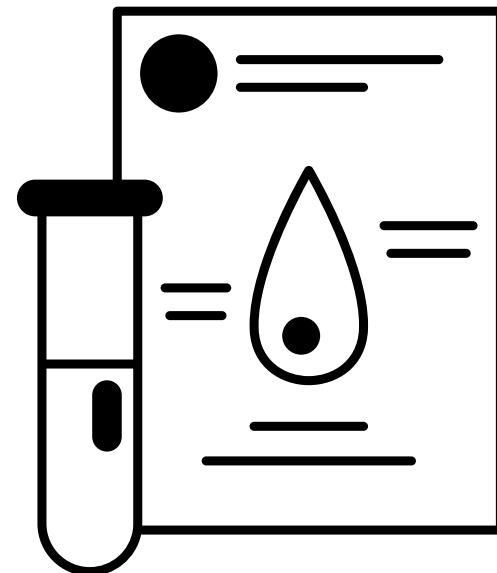


Test Results

You can see results:

- On the NHS App
- Or phone after 11.00am

Results are only given to you or your registered carer with your consent.

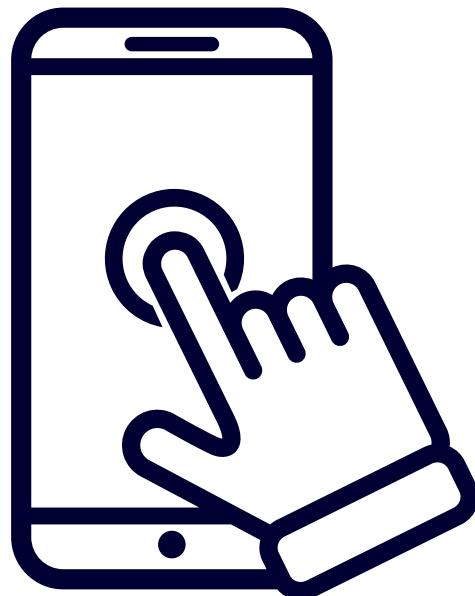


Online Services

Online services let you:

- Book or cancel appointments
- Order medicines
- See your medical record

Ask for help if needed.



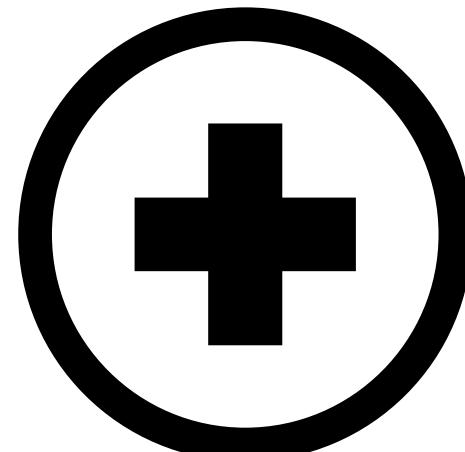
When We Are Closed

If closed:

- Call NHS 111

For emergencies:

- Call 999
- Go to A&E



Zero Tolerance

We do not allow:

- Rudeness
- Abuse
- Violence

People may be asked to leave.

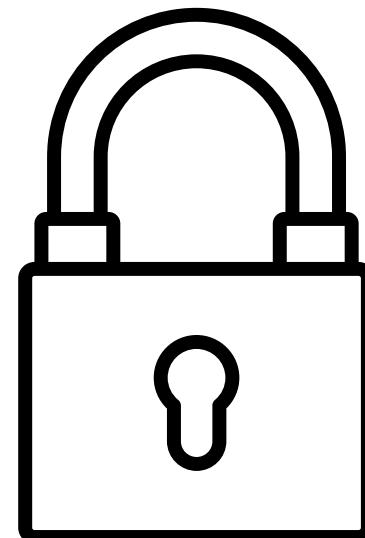


Your Information

Your information is private.

We only share it to support your care.

Tell us if you are worried.



Complaints and Feedback

We want your feedback.

If unhappy:

- Speak to reception
- Ask for the manager

You can also use the Friends and Family Test.



Easy Read Summary

- We are a GP Surgery
- You need appointments to be seen
- You can book by phone or online
- We keep your information private
- Staff are here to help you

