

Dorset Clinical Commissioning Group (CCG) – MidDorset

Dorset CCG
Vespasian House
Bridport Road
Dorchester
DT1 1TS

Website: www.dorsetccg.nhs.uk

HOW HAVE WE DONE TODAY—FRIENDS AND FAMILY 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.

FOR EMERGENCIES OUT OF HOURS PLEASE RING NHS 111.

GEOGRAPHICAL BOUNDARIES

The Prince of Wales Surgery is in a shared purpose built modern surgery that offers access for the disabled and parking facilities. The surgery also has disabled toilet facilities. Services are available to Dorset residents who live within approximately 5 miles of the Dorchester Town Centre

The Practice Area covers the following villages:

Bradford Peverell	Martinstown
Burton	Muckleford
Charlton Down	Stratton
Charminster	Troytown
Friar Waddon	West Stafford
Frome Whitfield	Whitcombe
Godmanstone	Winterbourne Abbas
Higher Bockhampton	Winterbourne Monkton
Higher Came	Wrackelford

Using the On-Line Services that we provide via our website will reduce the number of journeys that you may need to make to the surgery.

Please look on the website or ask at reception for information about how to register for on-line access.

www.princeofwalessurgery.co.uk

The Prince of Wales Surgery

Frederick Treves House
St John Way
Dorchester DT1 2FD

Tel: 01305 250989 Fax: 01305 251366
www.Princeofwalessurgery.co.uk

Practice Opening Hours
Monday to Friday 8.00am – 6.30pm
Closed Wednesday 1.00pm – 2.00pm for staff training

Practice Nurse Clinics – by appointment

Monday	8.30am-12.00pm	2.00pm-6.00pm
Tuesday	8.30am-12.00pm	2.00pm-6.00pm
Wednesday	8.30am-12.00pm	2.00pm-6.00pm
Thursday	8.30am-12.00pm	2.00pm-6.00pm
Friday	8.30am-12.00pm	2.30pm-6.00pm

GP Surgery – by appointment

Monday	8.30am-12.00pm	4.00pm-6.00pm	
Tuesday	7.30am-8.00am	8.30am-12.00pm	3.30pm-7.30pm
Wednesday	8.30am-12.00pm	4.00pm-6.00pm	
Thursday	8.30am-12.00pm	4.00pm-6.00pm	
Friday	8.30am-12.00pm	3.30pm—5.30pm	

GP Partners

Dr. Stephen Scott, MB ChB MRCP DTM&H DipMedEd

Dr. Kathryn Scott, MB ChB MRCP DCH DRCOG

Dr. John Robertson, MB BS, MRCP, MRCP

Dr Lara Wear, MB BS, BSc (Physiology), DCH

Salaried GP

Dr. Michael Lewis BM, BMed Sci

The Prince of Wales Surgery

OPENING HOURS

The surgery is open Monday to Friday 8-00am to 6-30pm. 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.

APPOINTMENTS

Appointments can be made by ringing **01305 250989**, or by calling at the Surgery between 8.00am and 6.30pm. Appointments can be booked in advance, on the day appointments are generally for urgent illnesses. Appointments can also be made for telephone advice. Appointments can be made online via our website, please ask at reception or go to the website. You may see the doctor of your choice.

HOME VISITS

If you are too ill to attend surgery then please telephone **01305 250989** before 10-30am. State clearly the name and address of the patient and describe the symptoms. This helps the doctors to decide the urgency of the calls and plan their rounds.

WHEN THE SURGERY IS CLOSED

Please ring **01305 250989** and a recorded message will tell you which telephone number to ring.

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

Weymouth & 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 Urgent Treatment Centre
Weymouth Community Hospital
Melcombe Avenue
Weymouth
DT4 7TB

The Law strictly controls the sharing of some types of very sensitive personal information.

We are continually reviewing ways in which confidentially improvements can be made, and it is important for us to know and understand the views of patients and users of the service, including carers.

Your information may be shared with other healthcare professionals to ensure continuity of care. If you do not wish for your data to be shared in this way please notify reception or your GP. We recommend that you discuss your decision with the GP beforehand.

COMPLAINTS

If you have a concern or complaint, you should ask to see the Practice Manager or the Patient Service Administrator. 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.

You can contact them at:

Email: england.contactus@nhs.net
Contact Number: 0300 311 2233
Postal address: NHS Commissioning Board
PO Box 16738
REDDITCH
B97 9PT

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

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
The Bridge
Chaseside
Bournemouth
BH7 6BR

Phone: **0300 111 0102** Email: enquiries@healthwatchdorset.co.uk

Website: <https://healthwatchdorset.co.uk>

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. If you have been waiting more than 30 minutes please tell reception and they will do their best to offer you an alternative.

CONFIDENTIALITY

The NHS is dedicated to protecting your information.

Everyone working for the NHS has a responsibility and a legal duty to protect your information, so that information is not disclosed to unauthorised bodies or people.

Information is recorded, either on paper or in computer files. However, it is all treated with the same strictly controlled confidential care.

We need to be able to move electronic information from system to system, extracting the data and modifying it for the next system. Tests will need to be made periodically on the data, to check that it has been transferred correctly. This is done under secure, carefully controlled conditions.

EMERGENCY DEPARTMENT (A&E) SERVICES

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

Dorset County Hospital
Williams Avenue
Dorchester
DT1 2JY

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.

REPEAT PRESCRIPTIONS

If you regularly need medication, this medication can be a “repeat medication”. To order repeat medication you can either register to go online, ask your pharmacy to order it or complete the reorder sheet that comes with your prescription if you collect them from the surgery. We **cannot** accept telephone requests. If the repeat slip is lost please submit a **written request** for the items required.

Please allow 48 hours collection from the practice, excluding bank holidays and weekends. Please allow time for your pharmacy to dispense the items. 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 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.

RESULTS OF INVESTIGATIONS

Please telephone after 11.00am and 6.00pm for the results of tests, x-rays etc. 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.

REGISTERING AS A NEW PATIENT

If you wish to register at the Practice and are within the practice boundary, ask at reception for a new patient registration form. You will be asked to complete this and a patient questionnaire. **You will need to bring along photographic ID and confirmation of your address to register.** 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: a. race, gender, social class, age, religion, sexual orientation or appearance, b. disability or medical condition.

You can **also pre-register via the practice website.**

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. Please ask at reception for a temporary resident form.

TREATING OVERSEAS VISITORS

Patients from overseas will be treated free of charge at the GP surgery. If you need to be referred to the hospital or other services they may charge you if you are not ordinarily resident in the UK.

ACCESS TO MEDICAL RECORDS

Patients have the right to access their medical records; if you wish to view your medical notes please contact reception and an appointment will be made for this information to be made available to you. We will need to have proof of your identify before sharing any information. You can also request to access your records online , please ask at reception.

ARE YOU A CARER?

If you care for someone who is **frail or has a disability**, please let us know. We may be able to help you and there is a wealth of information on the Practice website at www.princeofwalessurgery.co.uk or on the NHS Choices website at www.nhs.uk/CarersDirect/Pages/CarersDirectHome.aspx

MAKING THE MOST OF YOUR APPOINTMENT

Top Tips

- Be prepared – thinking ahead may save you having to come back for a further examination or test. ie will you need to do a urine test, could you bring one with you
- Take someone with you – it is helpful if you are getting important results and there is a lot to take in. Also if you have problems with your memory or are anxious you may not remember what has been said
- Don't save everything up – going in with a shopping list can make the consultation unsatisfactory. The GP can only deal with so many problems
- Discuss your most important problem first, remember you only have a 10-15 minute appointment
- Ask for a longer appointment when booking – if you feel that your problem is going to require more than 10 minutes ask for a longer appointment when booking. But make sure it is a genuine need please.
- Know your history – getting your story straight is vital. Most diagnostic clues are found in what you tell the doctor.
- Say what you think you need – this will save you and the doctor time if you say what you need early on in the consultation. The doctor may not agree with you but this gives you time to talk things through properly
- Ask if you don't understand – it's easy to be intimidated at the doctors. Words may be used that you don't understand, by asking this helps both you and the GP check what you think is meant
- One person one appointment – it may be tempting to ask about family members who are with you, but the time available is limited. If you take longer this affects the patients who are waiting behind you.
- Be a patient Patient – sometimes emergencies occur that are outside the control of the practice or patients may require longer due to the medical problems and this may lead to the doctor running behind time. If you have been waiting and you are unsure please ask the reception if there is a delay, they will help you to re-book if you are unable to wait.

USING OUR ON-LINE SERVICES VIA SYSTMONLINE

Patients can now register to access some services via our website. By registering you are able to do the following:

- Order repeat prescriptions
- Cancel appointments
- Make appointments
- Update your details
- Access your medical record

You can either register online or by coming into the surgery. Both methods require you to bring proof of identification such as a passport or photo driving licence to the surgery so that we can check that no-one is trying to access your data fraudulently. So if you register online you will have limited access until you attend the surgery with your ID and proof of address.

www.princeofwalessurgery.co.uk

If you experience any difficulties please ask reception for assistance.

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.

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.

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 your 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.

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.

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 are aged 16-74 years and have not been seen in the last 3 years you can ask at reception for an appointment.

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.

CERVICAL CYTOLOGY (SMEARS) 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.

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

RECEPTION AND ADMINISTRATION TEAM

Our reception/administration team does a fantastic job in keeping the practice running smoothly and looking after the interests of the patients. The phones and reception desk can be very busy so if you have to wait we would welcome your patience.

NURSING TEAM

Natasha Carikas (Lead Nurse) Clair Maggs, Linda Skinner and Rebecca York are the practice nurses, who work along side the Health Care Assistant Rosie Britton and phlebotomist Ruth Millner.

MANAGEMENT TEAM

Practice Manager – Sally Holland
Patient Services Manager – Sarah Botta
Reception Manager – Carol Cake

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.

VASECTOMY CLINICS

The practice provides an in-house vasectomy clinic, please speak with your GP about referral.

TRAVEL CLINICS

The nurses provide travel immunisation that are recommended on the NHS. You will need to go to a travel clinic to access other vaccinations, we recommend that you visit a travel clinic (Boots the Chemist Dorchester and Victoria Park Chemist, details can be found on our website) before making an appointment with the nurse.

MATERNITY CARE

The health visitor team and the Community Midwife offer all aspects of care during and after pregnancy. The midwife visits the practice every Thursday morning.

MOTHER AND BABY CLINICS

Mother and baby clinics including vaccination by the practice nurse are held in the surgery on the 1st & 3rd Tuesday of each month between 2pm and 4pm by appointment. The health visitor is available every Tuesday from 2pm-3pm by appointment.

HEALTH VISITORS

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

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**.

DOCTORS IN TRAINING AND MEDICAL STUDENTS

The practice is keen to encourage the next generation of GPs in their education. We have Registrars (Trainee GPs) with us at the practice; they are generally here for one year so you will become familiar with them. Foundation Year Doctors (F2) will be with us for 3 month blocks. They work under the supervision of one of the GPs and are qualified Doctors. We also have medical students, some may have their own supervised surgery sessions and others who are more junior will just observe the GPs. If you do not wish to have a medical student observing your consultation please tell the Doctor.

FIT NOTES (Previously called 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 will need to make an appointment to see a Doctor.

PRIVATE MEDICAL CERTIFICATES & 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. Payment will be required in advance of the service being provided. This is due to an increase in non-collection/non-payment by some patients.