

DRS BAIRD, FOWLER AND BEALE

**The Surgery
Malthouse Meadow
Portesham
Dorset DT3 4NS**

**SURGERY & DISPENSARY OPENING HOURS:
Monday to Friday 8.30am — 6.30pm Closed 1—2pm**
GP appointments late opening: Tuesdays & Thursdays
from 6.30pm for pre-booked appointments only
(dispensary & switchboard closed)



Telephone: 01305 871468 (reception)
Dispensary: 01305 871988 (10—1pm only)
Fax: 01305 871977
Email: receptionist@gp-j81609.nhs.uk (enquiries)
Portesham.dispensary@gp-j81609.nhs.uk (prescriptions)
Website: www.porteshamsurgery.co.uk

SURGERY TIMES	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
GPs Morning Surgery 9.00—11.30	Dr Fowler Locum GP	Dr Fowler Dr Beale	Dr Fowler Locum GP	Dr Beale Locum GP	Dr Beale Locum GP
Practice Nurse morning: 8.40—11.30	Rachel Holland	Rachel Holland (INR blood tests only)	Rachelle Pearce	Rachel Holland (INR blood tests only)	Rachelle Pearce
Health Care Assistant (HCA) 9.00—11.30	Tabby Lewis	Tabby Lewis	Tabby Lewis	Rachelle Pearce	
Other clinics	Midwife	Health Visitor, Dietician	Diabetic Nurse specialist	Physiotherapist	
GPs Afternoon Surgery	Dr Fowler 16.00—17.00	Dr Fowler 16.00—17.00	Locum GP 16.00—17.00	Dr Beale 16:00—17:00	Dr Beale 15.00—16:00
Practice Nurse/HCA afternoon:	Rachel Holland 14.00—15.50	Rachel Holland 14.00—15:50	Rachel Holland 14:00—17:20 Tabby Lewis HCA 14.00—15:00	Rachel Holland 14:00—14:30	Rachelle Pearce 14.00—14.50 Tabby Lewis HCA 14.00—15:00
Other clinics:		Podiatrist clinics		Footcare, Physiotherapist	
GP Evening Surgery by appointment		Dr Fowler 18.30—18:50		Dr Beale 18.30—18:50	

THE PRACTICE TEAM

THE PARTNERS

Dr Nevil H Fowler

BM MRCGP

Reg: Southampton 1986



Dr Fowler joined the practice in 1993 and is our Senior Partner.

Dr Louise K Beale

MB,BS London DRCOG MRCGP DFFP

Reg: London 1999



Dr Beale joined us in September 2012.

We are here to help you. We aim to give our patients a friendly welcome and excellent healthcare, and to give equal treatment to people regardless of race, religion, gender, sexual orientation, disability or age.

We positively welcome feedback from our patients and visitors, and we encourage you to talk to us about any aspect of the care we give you. See centre page for details, or ask any member of staff.

KEEP IN TOUCH!

- Please **give us plenty of notice** if you are running late or need to cancel an appointment.
- Please make sure we have your **up to date contact details** so we can get hold of you if necessary. If you have registered with SystmOnline to order your repeat medications, you can update your contact details there, or telephone or email us.
- If you **move out of our practice area** you may have to register with a new GP practice. Please ask for details of our Out of Area patient scheme, or re-register as soon as possible so that we can forward your medical records to your new practice.

EMERGENCY ORDERS:

Please **ONLY** telephone us with your order in an emergency or if you have no other option. Telephone orders can give rise to misunderstandings and take up a lot of receptionist time, so we appreciate your cooperation. Please help the dispensers by planning ahead and ordering your medications in advance using the order form, email or website wherever possible.

In exceptional circumstances you can ring the dispensary telephone line—01305 871988—which is manned **between 10am & 1pm**. We will do our best to have your prescription ready for collection after 4pm (to allow time for the duty doctor to authorise the script and for the prescription to be assembled and checked).

PRESCRIPTIONS OUT OF HOURS

When the surgery is closed, you can get certain **emergency** medicine from a minor injuries unit or Walk-in Centre—see p9. If you have a prescription you can take it to a late-night pharmacy, but if not you would have to call the NHS non-emergency helpline on 111 to speak to an Out of Hours doctor. Note that this is only in case of emergency: please make sure you order and collect your routine medication from us in good time to avoid running out when we are closed.

UNWANTED MEDICINES:

If you have unwanted medicines at home (tablets, creams or liquids) please return these to the dispensary—we can dispose of them safely for you.

PLEASE NOTE:

- that the NHS prescription charge does not always cover the cost of the drugs we prescribe for you. Try not to order more medicine than you need, as this can be wasteful as well as dangerous.
- Once drugs have left the Surgery premises we cannot re-use them and have to dispose of them.
- If you have side-effects which may be from a newly-prescribed drug, don't just stop taking the medicine; contact us for advice. Our GPs are happy to discuss such issues over the phone where appropriate.

THE DISPENSARY

We are a dispensing Practice, which means that you can collect any regularly prescribed medicines from our in-house Dispensary. When you visit the doctor and need an urgent ("acute") prescription we can prepare it for you while you wait. Our team of experienced dispensers handles around 6,000 items per month.

OPENING HOURS:

The dispensary opening hours are the same as the Surgery ie 8.30am to 6.30pm, Monday to Friday. We are closed between 1 & 2pm.

REMOTE COLLECTION POINTS:

To help patients living some distance from the surgery, and with the kind help of some local businesses, we can arrange for your prescription to be delivered to a post office, shop or pub near you. Please ask for details. Note we cannot do this for controlled drugs or items which need to be refrigerated, such as insulin or some inhalers.

REPEAT PRESCRIPTIONS:

If the doctor decides you need to start taking a regular medication he will put this "on repeat" so you can reorder it without the doctor having to authorise it each time. Please order your repeat prescription 48 hours (**two working days**) before you need it (we need time to print the script, order the goods, dispense the order and check it), or even better order it each month as you collect—see below:

WAYS TO ORDER YOUR REPEAT PRESCRIPTIONS:

- **Monthly "standing order"**: Most of our patients complete the order form for next month when they collect the current month's prescription. Simply tick the boxes next to the medication you require and hand it to the dispenser before you leave. We will give you a date in 28 days' time to collect your next order.

- **Email**: Portesham.dispensary@gp-j81609.nhs.uk
- **Online**: register with SystmOnline to order your repeat medication or book appointments—ask reception for details.
- **Post**: complete your order form and post it to the Surgery.
- **In person**: drop your order into the post box outside the Dispensary, or ask a receptionist or dispenser to take your order verbally.

OUR STAFF

PRACTICE NURSE TEAM

Rachel Holland (Practice Nurse)
Rachelle Pearce (Practice Nurse)
Tabatha Lewis (Healthcare Assistant)

The nursing team provides a full range of nursing services in the Surgery including ECGs, blood tests, smear tests, health checks for new patients, travel vaccinations, contraceptive advice, ear syringing, dressings and removal of stitches. These services are provided by the District Nurse team for house-bound patients.

MANAGEMENT

Alison Dunbar (Practice Manager)
Sara Griffith (Deputy Practice Manager).
They are responsible for managing the practice and can help you with any non-clinical problems.

RECEPTION STAFF

Our receptionists are Jackie Fairman, Julie Tribe, Kate Hibbitt and Lorraine Willcock, and our Medical Secretaries are Anne Highfield, Jo Dench and Caren Wigginton.

DISPENSARY STAFF

Our Pharmacy Technician Caroline Cox, and our dispensers Bridget Wetherall and Jo Barratt, can advise you on your medications.

All our partners and staff are part-time, so if the person you normally speak to is not on duty any member of staff should be able to help you.

GP LISTS

All our patients are free to see whichever GP they prefer; we do not have fixed GP lists. You have the right to express a preference for a particular practitioner, but bear in mind that if you need to be seen urgently your preferred GP may not be on duty. It is your choice whether to see the duty doctor or to wait until your preferred GP is on duty.

We are not a teaching or training practice.

USEFUL INFORMATION ABOUT OUR PRACTICE

Access for the Disabled: the Surgery is in a modern single-storey building with easy access from the on-site car park. Wheelchairs are available from reception if required. Please tell any member of the team or fill in the form at reception if you have any special requirements – for example if you require interpretation or a chaperone at your appointments, how you prefer us to contact you (eg by email or text rather than telephone, if you have hearing difficulties) and if you need information in alternative formats such as large print.

Appointments: you can make appointments with our GPs and nurses either in person, by telephone or online via the web (see "Online Access" on the next page). Urgent cases are seen on the same day. If your condition is not urgent you can expect to see a GP within two working days, although it may be longer if you request to see a specific GP. Appointments are normally 10 minutes long and for one patient at a time. The phone lines are always busy first thing so if it is not urgent we suggest you ring to make appointments later in the morning.

Chaperone: If you would like to have a chaperone present for any consultation, examination or procedure you can bring a family member or friend, or request a formal chaperone (such as a trained member of staff) at the time of making your appointment.

Data Protection:

Your personal medical information is stored in the Surgery and accessible only to NHS staff who are involved in your care and bound by our Confidentiality Code. Please see page 8 for information on when your information might be shared with other organisations. We occasionally use a mailing company to send bulk mailings out to patients; this company is bound by Data Protection law as we are but let us know if you wish to opt out of being mailed in this way. See our website for more information.

Home Visits: If you are physically able to get to the Surgery we will normally ask you to come in to an appointment. If you are housebound or too ill to travel please telephone the Surgery **before 10.30am** where possible to allow the doctors and district nurses to plan their rounds most efficiently.

Laboratory tests: if your GP takes a blood or urine sample for laboratory testing, we will contact you if the test needs repeating or needs further investigation. If you don't hear from us you can assume that the results are normal but you are welcome to ring us if you would like to know. Non-urgent calls like this are best left until late morning when our phone lines are less likely to be busy.

GETTING HELP OUT OF HOURS

We can treat many minor injuries in the Surgery — dressing and stitching minor cuts and burns, and assessing soft tissue injuries, for example. If in doubt during surgery hours, give us a ring first to see if we can help—you may be able to save yourself a trip to A&E in Dorchester.

For **emergency** medical help when the Surgery is closed, **dial 999** for an ambulance if it is a life-threatening problem.

For all non-life-threatening medical help outside of the Surgery hours, ring NHS Direct on **111** where your problem will be assessed and you will be directed to the most appropriate service to help you such as an Our of Hours doctor, Minor Injury Unit, walk-in centre, emergency dentist, community nursing team, out of hours chemist etc. Please note that this is for **urgent** medical problems, not for routine queries or prescriptions—please make sure to order them from us in good time so you don't run out of your medication when we are closed.

Emergency Treatment Centres

The nearest Casualty (A & E) department is at Dorset County Hospital in Dorchester. If your injury is not serious you can get help from a minor injury unit (MIU), which allows A&E staff to concentrate on people with serious and life-threatening conditions and saves you a potentially longer wait in A&E.

Minor Injuries Units are open 365 days a year and can treat things like sprains and strains, broken limbs, wound infections and minor burns. They have limited X-ray facilities and can issue emergency prescriptions such as contraceptives, pain killers and antibiotics. They cannot treat more serious problems such as chest pain, stomach pains or conditions likely to require hospital admission.

Bridport MIU is open weekdays 9-6pm (9—6pm April to October), 10-4pm weekends & bank holidays. Weymouth MIU is open 8am—10pm and Weymouth Walk-in Clinic (for out of hours doctors appointments) is open 8am—8pm. Check NHS Choices website for further information.

Useful telephone numbers

A leaflet with a list of useful numbers and information is available from the surgery or to download on our website—www.porteshamsurgery.co.uk (follow the link to the Emergency! Page).

RIGHTS AND RESPONSIBILITIES

Our Promise to you:

We will provide you with the best care possible from our medical and administrative staff, within the resources available to us. We undertake to treat you courteously at all times. If at any time you feel we have failed in this promise you have the right to access our complaints procedure (see page 7 for details).

What we expect from you:

Our staff have the right to be treated with courtesy and not to be subjected to threatening, abusive or violent behaviour.

We ask you to talk to us if you are unsure or unhappy about any aspect of the care we offer you.

Confidentiality

We respect your right to privacy and undertake to act professionally at all times, including keeping your health information confidential and secure. Our patient records are kept on computer, and we are registered under the Data Protection Act.

Your information can be shared with other healthcare organisations in the following ways:

Summary Care Record (SCR): a brief summary of your medications and allergies is uploaded to the NHS Spine computer and can be accessed in an emergency by other healthcare professionals for example in A&E. Ask at reception if you would like to see your SCR or want to opt-out of this. You can now view your own medical record online through SystemOnline—again ask at reception or see our website for details.

Enhanced sharing: from January 2016 your GP medical record can be viewed by electronically (with your permission at the time) by other local health professionals who treat you, for example district nurses and Minor Injuries Units—this speeds up the exchange of information. If you wish to opt out of this system please let us know.

Care.data is extracted automatically for use by the NHS Health and Social Care Information Centre in order to improve health services. Your NHS number, postcode, date of birth, gender, but not your name or address, is stored securely on their computer and linked to information from hospitals; we are required by law to provide this information but **you have the right to opt out**. Please speak to a member of staff if you wish to do this.

Online Access: you can book appointments and order your repeat prescriptions via the Internet, through the "SystemOnline" website. As of September 2015 you can also view your full GP medical record through SystemOnline. Please ask at reception for details of how to register for this service or look at our website—www.porteshamsurgery.co.uk.

Patient Group: our Patient Group has representatives from each village or locality and meets regularly to discuss ways of improving our services. Please complete the form at reception to be part of the wider "virtual" group which we will contact periodically by email to collect your views. We especially seek more participation from those with young families.

Practice Newsletters are available from the Surgery 3 or 4 times a year, and are published on our website www.porteshamsurgery.co.uk. Let us know if there are topics you would like us to cover in the newsletter or on the website.

Prescriptions: We have our own onsite Dispensary so you can usually collect any newly prescribed medication (called "acute prescriptions") after your consultation with the doctor, as well as your regular monthly prescriptions. Please see pages 10—11 for details.

Registering as a Patient: new patients need to complete a registration form for each member of your family, and a "patient details form" for adult members of the family. Please bring the completed forms to reception along with some photo-ID (passport, driving licence) and proof of address (eg utility bill or solicitors letter).

Summary Care Records: see p8 for details of what information from your medical record is available on the NHS Spine computer and how to opt out if you wish.

Telephone consultations: Our GPs and nurses are happy to speak to patients by telephone. The best time to ring is in the morning, and they will generally return phone calls between 11.30 and 1pm.

Telephoning the Practice: we are open from 8.30 in the morning, but the phone lines tend to be very busy first thing. If you do not need an urgent (same day) appointment or a visit (eg you want a routine appointment or advice from your GP) please ring later in the morning or afternoon if possible.

Translation services: We have staff who can help with French, Spanish and basic BSL (British Sign Language), and can also access qualified interpreters by telephone & the web for most other languages.

CLINICS AND SERVICES

Accidents and Injuries: Our doctors and nurses can assess minor injuries and treat many minor wounds which require dressing or stitches. Please telephone for advice on whether we can help or whether to attend A&E or a minor injuries unit (see p9 "Getting Help out of Hours").

Clinics: We offer the following additional services:

- Antenatal Care
- Child Health
- Chiropody & toenail cutting
- Counselling
- Diabetic Advice
- Dietician
- Health Checks for over 40s
- Minor Surgery
- Physiotherapy
- Smokestop counselling
- Cryotherapy Treatment ("Wart Clinic") for minor skin lesions

Please speak to your GP for referral to these services.

Health Visitor: our Health Visitor Theresa Bradley works from Portesham on Tuesdays. If you need to contact her at other times you can leave a message with us, or ring the Bridport Office on 01308 428960.

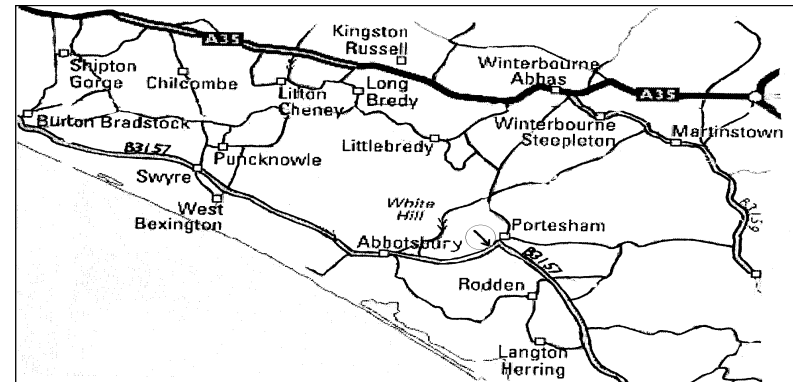
Health Checks: When you register with the Practice we encourage you to have a "**New Patient Health Check**" with the Practice Nurse, where details of your past medical history can be checked and recorded and routine health checks carried out. This is also an opportunity for you to familiarise yourself with our surgery and staff and for us to answer any questions you might have. We also offer all patients aged between 40 and 74 a full **NHS Health Check**.

Travel Advice: if you are travelling abroad, please contact the Surgery well in advance (**ideally eight weeks** beforehand) to give details of your destination and travel dates so that our Practice Nurse can establish what immunisations are needed and allow time for a course of vaccinations if this is required. Ring us back after 3 days to find out what you need and to arrange your appointments.

PRACTICE AREA

Our practice covers an area mainly south of the A35 Dorchester to Bridport Road, bounded by Shipton Gorge and Burton Bradstock in the west and by Martinstown and Langton Herring in the east.

From 5th January 2015 we are allowed to accept patients living outside of our area, but with some restrictions. Please ask at reception for details of the Out of Area scheme.



Your feedback

We welcome feedback from our patients and visitors. You can make comments, suggestions or complaints using the form and feedback box on our Reception desk, or write or speak to the Practice Manager or any member of staff.

If you are not happy with our response, you can contact **Healthwatch** for independent advice on GPs, including to make a comment about local health services: **0300 111 0102** Or email the Dorset Clinical Commission Group: **feedback@dorsetccg.nhs.uk**.

To make a formal **complaint** telephone **NHS England** on **0300 311 2233** or email **england.contactus@nhs.net**, or write to NHS England, PO Box 16738, Redditch, B97 9PT.