

# **CAMBERLEY HEALTH CENTRE**

## **INFORMATION FOR PATIENTS**



**159 Frimley Road  
Camberley  
Surrey  
GU15 2QA**

**Tel : 01276 20101  
Fax: 01276 21661**

# WELCOME TO THE SURGERY

## Our mission statement:

To improve the health, wellbeing and lives of those we care for.

## THE PRACTICE

The practice, long established in Camberley, has been situated at the Camberley Health Centre on the Frimley Road since 1974.

The doctors work as part of a primary care team, alongside specialist practice nurses, district nurses, health visitors, counsellors and community midwives, to give you a full range of medical services. This booklet is designed to tell you how to get the best from the services provided.

The centre offers facilities for wheelchairs and the disabled and there is a large car park available for patients whilst attending the centre.

## OPENING TIMES

Reception is open at the following times:

Monday to Friday - 7.30am to 6.30pm (8pm on late opening evenings)

Telephone lines are open at the following times:

Monday to Friday - 8am - 1pm and 2pm - 6.30pm (8pm on late opening evenings)

Monday to Friday – **Emergencies Only** – 1pm to 2pm and 6pm to 6.30pm

Occasionally reception is closed for training from 1-2pm. Only the emergency line is manned on these occasions

## THE DOCTORS

**Dr Rebecca Fisher**

**Dr Andrew Cochrane**

**Dr Gail Milligan**

**Dr Sarah Stradling**

**Dr Sarah Oakes**

**Dr Alison Tudor**

**Dr Katy Hedley**

All patients have a nominated 'usual' doctor. If you do not know or have forgotten who your usual doctor is, please ask a receptionist.

## Doctor Availability

The doctors are available:

### **7.30am to 8pm - Monday to Friday**

(2 nights a week 6.30 to 8pm appointments are carried out at Station Road Surgery by their doctors: these nights change from week to week)

### **8.00am to 10.30am Alternate Saturdays**

(pre-booked appointments only, no general admin or walk in appointments)

## THE PRACTICE MANAGER

Our practice manager, **Mrs Elizabeth Mantle**, is responsible for the smooth running of the practice and is available to answer queries and receive comments regarding our range of services.

## THE RECEPTION TEAM

Our reception team is made up of eight part-time receptionists who are trained to help you. The team do not hold medical qualifications – however, they will be pleased to advise you on the best way to use our services. Any questions they may ask are designed to aid you and are treated in the strictest of confidence.

## THE PRACTICE NURSES

Our practice nurse team is made up of RGNs and HCAs.

<b>Louise Parratt</b>	RGN
<b>Karen Tisot</b>	RGN
<b>Janey Allen</b>	RGN
<b>Trish Goswell</b>	HCA/Phlebotomist

They are available for appointments Monday to Friday 8.00am to 6.30pm (to 8pm on late opening evenings). Their numerous tasks include:

Taking blood for tests	Infant and adult immunisations
Cervical smears	Removal of stitches and clips
Ear syringing	Blood pressure checks,
Contraceptive advice	Asthma, diabetes and heart disease checks
Health checks	Pill checks
Dressings	Travel

## REGISTRARS AND STUDENTS

Our practice is a training practice. Registrars are attached to our practice during their general practitioners training. They are already fully qualified doctors. When booking an appointment you may be asked to take an appointment with them. Medical students are attached to the practice for short periods and sit in with the doctor during consultations. You will be informed of this and patients always have the option of asking the student to leave the room. Please inform the receptionists if this is your preference.

## THE DISTRICT NURSES

There is a team of community nursing sisters who work with the practice and are based at Park Road Surgery. They provide skilled care in the home and provide professional advice and support to families caring for their sick and elderly relatives. Each patient's needs are assessed and their care and treatment is planned accordingly

## THE HEALTH VISITORS

The health visitors are located at Berkshire Road Clinic and advise on general health and welfare matters affecting all age groups. The health visitors take a special interest in the under-fives and their families, and give special advice on problems relating to children's feeding, diet, behaviour and general development. The health visitors can be contacted on 01483 782802 Monday to Friday. A message may be left on their answer machine.

## APPOINTMENTS

Appointments to see a doctor or Practice Nurse may be made by telephoning the surgery on 01276 20101. You can also ask for a telephone call with the doctor. Routine appointments may be made four weeks in advance.

We offer a number of 'on the day' appointments. This means that every morning all the doctors open up a number of appointments for those patients who would like to be seen on the day. These 'on the day' appointments will be released at 8.00am each morning. Patients wishing to be seen urgently may be seen by other doctors within the practice. Patients may also check our website for on-line appointment availability.

**IF YOU NO LONGER REQUIRE OR ARE UNABLE TO ATTEND YOUR APPOINTMENT, PLEASE LET US KNOW SO THAT WE CAN USE THE TIME FOR ANOTHER PATIENT.**

## NIGHTS AND WEEKENDS

If you require medical advice during the hours of 8pm and 8am weekdays and throughout the weekend, please telephone 111. All calls to the 111 are recorded.

## RESULTS

All patients' records on file or in the computer system are confidential. In order to maintain this confidentiality, laboratory and x-ray results will only be given to the patients themselves, or parents of minors if appropriate, when satisfactory identification has been obtained by the receptionist. Telephone enquiries for results of x-rays and investigations can be made between 9.00am and 6.30pm (8.00pm on late evenings). Sometimes the doctor will suggest that you make an appointment to be given the result, or that he/she needs to speak to you directly. The receptionist will advise you of this if necessary.

## HOME VISITS

Patients are requested to telephone before 10.30am if a visit is required that day. Only emergency visits will be arranged after this time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. **PLEASE REMEMBER** that several patients can be seen at the surgery in the time that it takes to make one home visit. Only request a visit if you are too ill to visit the surgery. Visits are only normally made to those who are confined to their homes or terminally ill and are at the discretion of the doctor. Remember, if you are registered as an Out of Area patient you are not eligible for home visits.

## REPEAT PRESCRIPTIONS

In order to prevent errors, REPEAT PRESCRIPTIONS ARE NOT AVAILABLE OVER THE TELEPHONE.

Repeat prescriptions are issued at the doctor's discretion and these are normally for patients on long-term medication. Requests for prescriptions can be made in writing, via our internet [www.camberleyhealthcentre.nhs.uk](http://www.camberleyhealthcentre.nhs.uk), by fax on 01276 21661 or by calling in at the surgery Monday to Friday between 8.00am and 6.30pm (8pm on late evenings) and either handing in a repeat slip or completing a request slip. We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours. Please allow two working days before collection and make allowance for weekends and public holidays.

**Please remember that it is your responsibility to ensure that you have sufficient medication.** Urgent requests will only be considered if your doctor considers that there is a medical justification, i.e. if you have forgotten to order items such as contraceptive pills or acne cream this is unlikely to be considered to be medically justified.

## FIT CERTIFICATES

If you are sick you can complete a self-certified sickness certificate, which is available from the surgery, Department of Health website, Post Office or your employer. A self certificate is for the first seven days of your illness. If your illness lasts for one week or more you will need a doctor's certificate. This can only be obtained via a face-to-face consultation with your doctor.

## ACCIDENT AND EMERGENCY

The nearest accident and emergency department is at Frimley Park Hospital on the Portsmouth Road. Telephone number: 01276 604604.

## COMPLAINTS

The practice does have an in-house complaints policy as specified by the Department of Health and a copy of this is available from reception. We always try to give you the best possible service, but there may be times when you feel this has not happened. If you wish to make a complaint please contact the Practice Manager, Mrs Elizabeth Mantle on 01276 20101 Monday to Friday.

We also welcome any compliments you may have - they can be a wonderful morale booster!

## VIOLENT OR ABUSIVE BEHAVIOUR

The practice has a zero tolerance policy towards violence. If you are violent or abusive towards any member of our staff, you will be removed from our practice list. We will also consider this action if you are repeatedly rude or aggressive.

## NEW PATIENTS

Patients requesting to join the practice are asked to do the following.

1. Confirm their residency in the UK.
2. Complete a GMS1 registration form.
3. Complete a practice questionnaire.

New patients (over the age of five years) are asked to make an appointment with the practice nurse for a health check. This will include measuring height, weight and blood pressure and a routine urine test.

## CHANGE OF ADDRESS AND TELEPHONE NUMBERS

Please inform us immediately if you move or change your telephone number.

**IT IS YOUR RESPONSIBILITY TO KEEP YOUR DETAILS CURRENT.**

We have over 9500 patients and, in order to provide a level of service that we require, we have a practice boundary. A map is provided in this booklet outlining our practice area. In some cases when you move house this will take you outside our catchment area. In these circumstances, you should re-register with another practice nearer your new home although, at the complete discretion of your doctor, you may be allowed to remain with the practice but you will be subject to restrictions such as no home visits. Similarly, patients living outside the catchment area may still register with us, again at the complete discretion of the doctor concerned and with the same restrictions.

## DATA CONFIDENTIALITY

The practice will be visited by the Clinical Commissioning Group (CCG) and other NHS bodies in the interests of probity and use of public funds. Part of this might require an examination of patients' records. These will be anonymised where possible but occasionally this may not be the case. The CCG/NHS employee in doing so would have signed a strict confidentiality clause before undertaking these visits.

Should you object to your medical records being used in this way, please inform the Practice Manager.

# HEALTH CENTRE WEBSITE

The Health Centre website is [www.camberleyhealthcentre.nhs.uk](http://www.camberleyhealthcentre.nhs.uk) and provides up-to-date information on the health centre and links to Patient Access through which patients can make appointments, order prescriptions and access medical information.

## COMPUTERS

Computers are now used routinely during consultations as they improve the doctors' efficiency and information management. We strictly adhere to the Data Protection Act 1998.

## OTHER SERVICES

### Maternity

We offer, together with our attached team of community midwives, a full antenatal and postnatal care service. We have two clinics with the midwife on Monday and Wednesday afternoons by appointment.

### Family Planning

We offer family planning services. Please see your own doctor during surgery hours. In addition, Dr Stradling is available for coil fitting, checking and extraction and Implanon fitting. Dr Milligan and Dr Fisher are also available for Implanon fittings.

### Phlebotomist

A phlebotomist from Frimley Park Hospital runs a Warfarin clinic on a Monday morning with pre-bookable appointments between 8.45 and 11.45am. General phlebotomy appointments are available on Wednesday and Friday mornings with pre-bookable appointment between 8.45 and 11.35am, and on some Tuesday and Thursday evenings between 6pm and 8pm

### Immunisations

All children start their immunisation programme at two months. Our clinic is run on a Monday afternoon by appointment. Advice on all immunisations can be obtained from the practice nurse or the health visitors.

### Cervical Smears

These may be carried out by the practice nurse or by a doctor.

### Child Developments Checks

All doctors are involved in child development and work alongside our health visitors to provide this service.



## **Asthma/COPD**

The asthma and COPD checks are carried out by Sister Elizabeth Hunt on Monday, Tuesday and Wednesday mornings.

## **Diabetes**

Annual recall for all diabetics. Diabetics can be seen any day by the practice nurses.

## **Heart Disease**

Annual recall for all heart disease patients. These patients can be seen any day by the practice nurses.

## **Travel**

The surgery practice nurses are able to give travel immunisations together with travel advice and precautions to be taken when abroad. Please make an appointment at least eight weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of charges is held at reception.

## **Yellow Fever Vaccinations**

Camberley Health Centre is an authorised Yellow Fever vaccination centre.

## **Flu Vaccinations**

An influenza vaccination is particularly recommended for patients with heart, lung and kidney disease, diabetics and residents of nursing and rest homes. Please contact the reception staff in September for details of vaccinations dates. All those patients that are eligible for a flu vaccination will be contacted. If you are unable to come to the surgery and are housebound, one of our nurses or the district nurse will do the vaccination at home.

## **Pneumococcal Vaccination**

Vaccinations for pneumococcal are available to all patients over the age of 65. They are also available to those patients that come into certain high risk groups and you will be advised if you are in one of these groups and need a vaccination..

## **Shingles Vaccination**

Vaccinations for pneumococcal are available for all patients in specific age groups, currently 70, 71, 72, 78, & 79. You will be advised if you are eligible. If you are aged between 73 and 77 you will become eligible when you reach 78. If you are over the age of 80 the vaccine is not available as it becomes less effective.

## **Counselling**

Please see your doctor about any requirements for counselling.

## **Minor Surgery**

A few minor surgery procedures are carried out at the practice. Please make an appointment with your doctor to discuss this further.

## **Non-NHS Examinations**

The doctors are happy to carry out medicals eg insurance, taxi licence etc, by appointment outside of routine surgery hours. Please telephone the surgery for an appointment. A list of non-NHS fees is displayed at the reception desk and also on the internet and this is payable when you book the appointment.

# PRACTICE CHARTER

## **Our Objectives:**

1. To provide the best possible quality service for our patients within a confidential and safe environment by working together
2. To show our patients courtesy and respect at all times irrespective of ethnic origin, religious belief, personal attributes or the nature of the health problem
3. To work in partnership with our patients, their families and carers and involve them in decisions regarding their treatment
4. To promote good health and well-being to our patients through education and information
5. To involve allied healthcare professionals in the care of our patients where it is in their best interests
6. To encourage our patients to get involved in the practice through an annual survey and encouragement to comment on the care they receive
7. To train and take care of our staff, ensuring a competent and motivated team with the right skills and training to do their jobs and to protect them against abuse.
8. To treat all patients and staff with dignity, respect and honesty in an environment that is accessible, safe and friendly.

## **Our Commitment To You:**

- To provide urgent or emergency appointments on the same day as soon as a doctor is free
- To attend patients at home if they are too ill to attend the practice (home visits are dealt with by the patient's registered doctor or their buddy)
- To see patients within 15 minutes of the routine appointment time or give an explanation of the delay
- To maintain confidentiality of medical records
- To provide healthcare in clean, comfortable surroundings
- To treat all patients with courtesy and efficiency

To provide routine appointments for the doctor of choice within three working days providing that doctor is conducting surgery

## **The Patient Service To The Practice:**

- To be punctual for all appointment times
- To notify the practice as early as possible if the booked appointments cannot be kept
- To make separate appointments if more than one person is to be seen
- To accept that more than one appointment might be necessary for numerous or complicated problems
- To be patient if appointment times are running late. It is not always possible to forecast the precise time each examination requires
- To ask for home visits only if the patient is too ill to attend the surgery
- To contact the doctor out of hours only for a medical emergency that requires immediate attention
- To be courteous at all times to the practice staff

# SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

## Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

## Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

## Stomach Ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

## Sprains

Treat with a cold compress, containing ice if possible, for 15-30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recover period.

## Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

## Minor Cuts and Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

## Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

## Insect Bites and Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

## Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

## Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school seven days after spots appear.

## German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be less than 16 weeks pregnant can contact their doctor.

**IMMUNISATION CAN PREVENT THIS DISEASE.**

## Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date. **IMMUNISATION CAN PREVENT THIS DISEASE.**

## Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight to ten days after that date. If the pain is severe you should consult your doctor. IMMUNISATION CAN PREVENT THIS DISEASE.

## Diarrhoea

In adults diarrhoea is usually caused by a viral infection and cannot be treated directly. However, it is important to stop eating all foodstuffs, including milk, and to maintain an adequate intake of clear fluids (water or water flavoured with a small amount of fruit juice). If holiday diarrhoea persists for more than two days consult your doctor. Diarrhoea in very young children and babies needs particularly careful attention.

Most babies have loose bowel actions during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solid foods and feeding the baby either cooled boiled water or water mixed with rehydrating sachets such as Dioralyte. If symptoms persist for more than 24 hours and are accompanied by vomiting or weakness you should consult your doctor.

### Treatment

Drink - encourage the patient to drink plenty of water.

### When to seek medical advice

- If the diarrhoea or discomfort does not begin to settle with 48 hours
- If there is continuous pain rather than separate bouts of stomach cramp
- If diarrhoea occurs in an infant under six months
- If an attack comes shortly after a visit to a foreign country
- If the patient suffers repeated attacks
- If there is blood mixed with the stool

## USEFUL PHONE NUMBERS

Alcoholics Anonymous	01252 521133
Camberley Care Transport (Camberley/Frimley)	01276 707696
Citizens Advice Bureau	01276 61551
Community Health Council	01252 515676
Connect Counselling Service	01276 24210
Cruse Bereavement Care	.01483 65660
Family Planning Clinic	.01276 21199
Frimley Children's Centre	01483 782000
NSPCC Freephone	0800 800 500
Out of Hours	111
Relate	.01252 24670
Samaritans	08457 909090
Smoking Cessation Service	.01483 534097
Surrey Heath Borough Council	.01276 686252
Woking Walk-in Centre	01483 776080