

Complaints Procedure

The practice has an in-house complaints procedure that is freely available to all of our patients and the receptionists can issue a leaflet describing this procedure. Any complaint may be discussed in the first instance with Reception, Kim Bill, Victoria Hyett, Elisha Stebbing or Belinda Copley by appointment only by calling 782226. All complaints will be dealt with in the strictest confidence.

Clinical Commissioning Group (Dorset CCG)

Vespasian House, Bridport Road, Dorchester, Dorset, DT1 1TS.

Telephone 01305 368900

Useful Telephone Numbers

| | |
|---------------------------------|---------------|
| Dorset County Hospital: | 01305 251150 |
| Social Services: | 01305 760139 |
| Adult Access | 01305 221016 |
| Samaritans: | 01305 771777 |
| Steps2Wellbeing: | 01305 367051 |
| Reach Drug and Alcohol Services | 0800 043 4656 |
| Weymouth local office | 01305 760799 |

Contraception and Sexual health Clinic 0300 303 1948

Wyke Regis and Lanehouse

Medical Practice

Information Booklet



Wyke Regis Surgery, Portland Road, Wyke Regis, Weymouth,
DT4 9BE

Lanehouse Surgery, Ludlow Road, Weymouth DT4 0HB

Chickerell Surgery, 36 Lower Way, Weymouth DT3 4AR

Telephone: 01305 782226

Email: wykeregis.postmaster@dorsetgp.nhs.uk

Website : www.wykeregisandlanehousemedicalpractice.co.uk

Facebook– @WykeandLanehouse **Twitter–**@WykeLanehouse

Opening Times– Monday-Friday 8:30-18:30

Extended Hours–

Wyke Regis -Tuesday and Thursday 7:30-8:00am

Saturday morning twice a month

Welcome to Wyke Regis and Lanehouse Medical Practice

This booklet contains information about the practice and the services we offer. We aim to provide a high standard of medical and nursing care to all our patients at all times. Both surgeries and their facilities are all at ground level with automatic doors to allow access for wheelchairs and prams. We are a Partnership run practice and our partners are doctors, whose names are listed below.

The Doctors

| | |
|-------------------|--|
| Dr Rachel Stow | MB ChB MCRP MCRGP DRCOG DpTMH (Dundee1997) GP Partner |
| Dr Paul Nicholls | BM Bristol (2012) GP Partner |
| Dr Mark Egan | |
| Dr Caroline Haddy | MB Chb MRCGP DRCOG (Bristol 1985) |
| Dr Chris Brown | |
| Dr Gemma Fornai | |

Locum GPs

When necessary we do use locum cover for doctors who are on leave, for professional reasons or when attending meetings/seminars. These locums can be remote working.

Health Practitioners

Caroline Toman— Advanced Paramedic Practitioner

Adele Newton—Paramedic Practitioner

Ian Hutchinson—Paramedic Practitioner

Kerri Durrant—Paramedic Practitioner

Communication

Accessible Information Standards

If you have any communication needs such as a hearing loop, braille, British Sign Language, texting or large print, please speak to one of our receptionists who will be able to help you.

Patient Participation Group (PPG)

Back in 2011, we set up a Patient Participation Group. This group has helped us to identify areas in the surgery, which could be improved and helped us to set up action plans of agreed improvements, which we have implemented. As a result, we hope our patients and surgery will see some positive changes. Please complete a registration form and return it to reception if you would like to join the group, we are looking for more members of all ages.

Carers

Do you look after someone who is ill, frail, disabled or who has mental health problems? If so, you are a carer and we would like to support you. Here at the practice we have a team of designated carers lead, their names are Evie Munson and Charlotte Garlinge. They will help direct you to useful information and help available to carers. Please call them on 01305 782226. Our Carer's Corner is located near the entrance to the surgery where you will find helpful information on upcoming events. Please complete a carer's identification form and return it to the surgery reception. On receiving your completed form, a carers pack will be sent to you.

Weymouth Elderly Care Service

GPs - Laura Godfrey and a team of Nurse Practitioners and Health Professionals

Our surgeries are both part of the Weymouth Elderly Care Service which looks after our elderly house bound patients and also patients that are living in residential and nursing homes. The service has been created to provide a joined up and consistent service for our more frail and elderly patients.

Sharing Information

The practice is part of the Summary Care Record project. The purpose of the project is to allow authorized healthcare staff anywhere in England access to certain details of your medical record. This is to try and ensure a more effective and safer course of treatment for you wherever or whenever you may require it, most likely in an emergency. This information includes your name, address, date of birth, registered practice as well as your current medication and recorded drug sensitivities. You can choose to opt out of this project by completing a Summary Care Record Opt-Out form available online or at the surgery.

The Health and Social Care Information Centre (HSCIC) also collects information from us. Information about the care you receive is shared with those who plan health and social care services, as well as with approved researchers and organisations outside of the NHS. This type of information sharing helps researchers support studies that identify patterns in disease, responses to different treatments and the effectiveness of different services. You can also choose to Opt-Out of this system. Please ask a receptionist or see our website for further information on information sharing.

Freedom of Information –Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available at reception.

Violent Patients – Zero Tolerance

The NHS operates a Zero Tolerance Policy with regards to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse that leads to fear for a person's safety. In this situation, we are obliged to notify the patient in writing of their removal and circumstances leading to it. The Clinical Commissioning Group is then responsible for providing further medical care for such patients.

Advanced Nurse Practitioners

Michelle Sharpe, Fred Burnham, Claire Homer and Rachel Holland

Our Advanced Nurse Practitioners have undertaken further training and are qualified to examine, diagnose, and treat. They offer appointments, carry out home visits and work in close conjunction with the doctors and nurses. Our nurse practitioners can prescribe and refer and also provide holiday cover for doctor's clinics.

Mental Health Nurse

Lisa Hudson

Lisa is an experienced Mental Health Nurse who offers support to adult patients experiencing mental health issues.

Practice Nurses– Rachel Axcell, Chloe Randall, Sarah Brown, Sam Cole and Leonie Turner.

Our practice nurses offer a wide range of nursing services by appointment. They can help you with dressings, removal of sutures, injections, travel advice, childhood immunisations, health promotion and other referrals, which your doctor may arrange. They also assist the doctors in minor surgery and are always available to offer professional advice.

Health Care Assistants

Debbie Lelliot, Carolyn Tilling and Charlotte Sherry

Our health care assistants routinely carry out blood tests, ECGs, blood pressure checks, new registration health checks and NHS health checks.

Phlebotomists

Wendy Mitchell, and Karen Watson

Practice Staff

Practice Manager Ann Klust

Ann will do all she can to help you with any enquires or comments about administrative or non-medical aspects of your health care.

HR Manager Cathy Scourfield

Operations Manager Charlotte Garlinge

Surgery Manager Kim Carter

Reception Manager Victoria Hyett, in training Elisha Stebbing and Belinda Copley

Prescription Clerks Maria Kortisas and Catherine Hiles

Reception/Administration staff Helen Nash, Clare Newell, Vicky Miller, Bev Watling, Sue Seymour and Emily Bosworth.

Our receptionists are all part-time. They are here to help you so please assist them in any way you can if they require further details. This is an extremely demanding job and at times the surgeries are extremely busy so please be patient and understanding. It is a legal requirement that confidentiality of a patient's records is maintained at the highest level by all staff.

GP Assistants Maia Carter, Elizabeth Hatcliffe, Harriet Seale, Sam Akin

HR/Finance Administrator Sophie Klust

Clinical Admin Team Holly Chambers, Emma Chapman, Vicky Boutilout and Jack Thomas

Nursing/Long Term Conditions Administrator Teresa Cuff

Carers Lead Jade Guppy, PCN Staff

Staff Attached To The Practice

Health Visiting Team The health visitors are available for advice on health care and health provision for the under-fives, expectant mums and young families. The health visitors are based at Littlemoor Health Centre, you can contact them or leave a message by phoning her on 01305 361071

Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot, otherwise other patients may have to wait longer.

Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Patient Confidentiality and Data Protection

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that all members of the practice team maintain patient confidentiality at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice teams. If you would like to speak to someone in confidence please ask at the reception desk.

Our Responsibility To You

We are committed to giving you the best possible service.

Names: Practice staff involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors or nurses' names are indicated on their surgery rooms.

Waiting Time: We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 20 minutes in the waiting room without receiving an explanation for the delay.

Access: You will have access to a doctor rapidly in cases of emergency; we offer same day appointments in cases of urgency or otherwise within 48 hours. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgeries.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor or nurse practitioner by telephone appointment.

Test Results: If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain these.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion: The practice will offer patients advice and information on: Steps they can take to promote good health and avoid illness.

Self-help, which can be undertaken without reference to a doctor in the case of minor ailments.

Health Records: You have the right to see your health record, subject to limitations in the law. These will be kept confidential at all times.

Midwives .

If you think you are pregnant, please complete a self-referral form.

District Nursing Team

The team work closely with the doctors, practice nurses and other services such as Community Matrons, Continence Advisors and Social Services. Their duties include visiting patients of any age in their own homes, giving practical assistance or offering professional advice. To contact them please ring the Surgery and our receptionists will pass a message onto them for you.

Dorset Cancer Care Nurses Lorna Hallett and Cathy Stone

They provide specialist advice on cancer care and palliative care, support to patients and their families in their homes, day-care and volunteer practical help.

Counsellor

For help and support if you are aged 18 or over and experiencing stress, low mood or anxiety. Appointments are by referral only, please see your GP or you can self-refer through Steps2Wellbeing Dorset www.steps2wellbeing.co.uk or Tel: 01305 761501

Practice TV Information screen, Notice Boards and website

To stay up- to date with the latest information regarding the practice, please see the TV information screen at Wyke surgery, the practice Notice Boards located in the waiting rooms at both surgeries and the practice website. We also provide weekly updates via

www.wykeregisandlanehousemedicalpractice.co.uk

Doctors Clinics at Wyke Regis and Lanehouse

Surgeries

| Doctor | | Monday | Tuesday | Wednes- day | Thursday | Friday |
|---------------|----|--------|------------|----------------|----------|--------|
| Dr R Stow | AM | | Wyke | | Wyke | |
| | PM | | Wyke | | Wyke | |
| Dr P Nicholls | AM | | Wyke | | | Wyke |
| | PM | | Wyke | | | Wyke |
| Dr M Egan | AM | Wyke | Wyke | Wyke | | Wyke |
| | PM | | Wyke | | | |
| Dr G Fornai | AM | | Wyke | | Wyke | |
| | PM | | | | Wyke | |
| Dr C Haddy | AM | Home | Home | | | |
| | PM | Home | Home | | | |
| Dr C Brown | AM | Wyke | Chickerell | | Wyke | |
| | PM | Wyke | Chickerell | | Wyke | |

All surgeries are subject to change.

Our same day service is located at Lanehouse Surgery where we have a doctor on call, all daily, when your doctor is on call they will not be available for routine appointments.

Change of Personal Details

Please notify the practice immediately if you change your name, address or telephone number so that we can keep your records up to date. You can also do this on our website.

Contact Details

Please ensure that we have the correct contact details for you. Home phone number, mobile number and email address. We can now contact you by text and email. You can also do this on our website.

Services Available

We run a full range of clinics, which we feel provides total health care for all of the family. Please ask for details of the following:

* Asthma *Cervical Smears *Leg Ulcers

*Child Health Surveillance *Diabetic *NHS Health checks *Dietician

*Minor surgery *Vaccination and Immunisation *Maternity Services

Health Promotion

For more information on these clinics, please ask at reception.

*Well person

*Lifestyle

*Travel Advice (by appointment only with the practice nurses, if possible two month's prior departure).

Practice Charter Standards

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health, it is important for you to understand all the information given to you, please ask us if you are unsure of anything.

Registration of New Patients

To register as a new patient come to our reception. Please bring your NHS number and check that you are living within our practice area, you will be asked to provide proof of your address. All new patients are invited for a health check. This enables us to obtain details of your past medical problems and provide better care. You will be given a named accountable GP, and wherever possible we ask that you see your own doctor. If you have a preference as to which doctor you are registered with, please express your preference to the receptionist when registering. The practice will endeavour to comply with your wishes, however, it may not be possible to register you with the doctor of your choice, and if this were to happen an explanation would be offered. We are now able to accept patients who live outside the practice boundary. However, strict criteria will apply on each individual basis and the patient will only be accepted if approved by your GP.

Non NHS Services

The NHS does not cover some services such as insurance claims forms, private sick notes or employment medicals and charges in line with BMA recommendations may be made. For an appointment and more information, please ask a receptionist.

Parking

The car park at Wyke Surgery is not owned by the practice and is shared by the library and the dentist, which, at certain times gets very busy. As spaces are at a premium, it would be appreciated if visitors would park here only when they are using the Health Centre facilities. You can also find 1 hour spaces on opposite the practice on Portland Road. **Please do not to use the spaces provided for the doctors in case they are called out on an emergency.** Lanehouse Surgery has its own car park and also has plenty on street parking as well.

Systmonline

We now have an online system which enables patients to book and cancel appointments and request some regular medications. If you would like to register for this service please bring two forms of identification, one photo and one recent utility bill, to the surgery and speak to one of the receptionists.

Appointments

The practice offers a range of appointment types such as same day, book one day in advance, book one week in advance and book 2 weeks in advance and telephone appointments. The purpose of the different appointment types is to limit the number of appointments available to book at any one time so that entire surgeries are not fully booked weeks in advance. To obtain an appointment please phone 01305 782226. Pre-bookable appointments can be booked up to eight weeks in advance. Each appointment is for one person only.

If your own doctor is away you will be offered an appointment with another doctor or one of our nurse practitioners. If you do not know which GP you are registered with please ask at reception.

Urgent/Same Day Service

Lanehouse Surgery is the base of our same day service. There are a team of specialist clinical staff trained to triage and treat patients with acute medical conditions. We ask that you contact the surgery by 10.30am if you have an urgent medical need.

Extended Opening Hours

The practice offers two early morning surgeries Tuesdays and Thursdays every week at Wyke Surgery. The practice also offers morning session at Wyke Surgery on the 2nd and 4th Saturdays of each month. If you feel that you would benefit from an early appointment please discuss this with one of our receptionists. Please note all of our extended hours sessions are nurse based.

Home Visits

Home visits are for housebound patients or patients where travel to the surgery would be detrimental to their health. If you do require a home visit, please try to telephone before 10.00am and give as many details as possible to the receptionist. This allows us to plan calls and deal with urgent visits promptly. A GP will call you to triage over the phone and if they feel it necessary, they will come and visit you. It may be a health professional that calls and not your GP.

Telephone Advice

If you are in need of non-urgent telephone advice from the doctor, each of our doctors has telephone appointments available each morning. These can be booked at any time and the doctor will endeavour to phone you back that day. At times they may be busy and interruptions during surgery are upsetting for both doctors and patients. For this reason, staff have been asked not to disturb the doctor during consultations with non-urgent calls.

Missed Appointments

We try hard to provide you with a high quality efficient service but we need your help to avoid wasted time through unattended appointments. We have a policy whereby patients who fail to attend more than three appointments over a six-month period will be contacted by the surgery and where they continue to fail to attend further appointments may possibly be requested to register with a practice elsewhere.

Out-Of-Hours Service

If you require urgent medical assistance, which cannot wait until the surgery re-opens, please call 111. Calls to NHS 111 service are free both from landlines and from mobiles (although pay-as-you-go mobiles must have at least 1p credit). If you have a life threatening medical emergency please call 999. You can get more information on the NHS 111 service by visiting www.nhs.uk/111

Community Urgent Care Centre

Our local Urgent Care Centre is located at Weymouth Hospital, Melcombe Avenue, DT4 7TB. By appointment, on phone number 111, Open 7 days a week, 8am –8pm. You can be treated at the Urgent Care Centre with minor injuries, and urgent medical problems like fractures, minor burns, infected wounds, asthma attacks or chest infections.

Repeat Prescriptions

To provide a safe and speedy service all prescriptions are computerised. If you are on regular medication, you will have a printout of all your medications. When you require a repeat prescription, please submit the printout in person or by post with a stamped address to the surgery indicating the items you require. Please allow 48 hours before collection excluding weekends. Alternatively, if you register for Systmonline you can request your medication online. Please bring a form of photo identification to either surgery and ask at reception for further details about this service.

FOR SAFETY REASONS PRESCRIPTION REQUESTS CANNOT BE ACCEPTED BY TELEPHONE AS THIS MAY LEAD TO MISTAKES (SOME DRUGS HAVE SIMILAR NAMES AND AN ERROR CAN EASILY OCCUR). Most local chemists operate a collection service from the surgery. Please inform us which chemist your prescription is to be sent to. If your prescriptions are sent to a local pharmacy, please allow up to a week to collect it.

At the bottom of your repeat prescription list you will notice a review date. When you reach this date it is time to make an appointment to have your medicines reviewed by a member of the practice team, usually your GP or in some circumstances one of the nurses. It is important you attend to have a medication review as failure to do so could result in a delay in you receiving your medication. You will also find your Named GP on the bottom of your prescription.

Test Results

For test results please ring after 11.00 am. This information **will not** be given to another person without your permission.