

Diamond Healthcare Group

Hendford Lodge Medical Centre

A guide to our services

74 Hendford, Yeovil, Somerset, BA20 1UJ

www.hendfordlodge.co.uk

Opening Hours: Monday to Friday, 8.30am to 6.30pm

Extended Hours: Monday/Thursday 6.30pm to 7.30pm
Saturdays 8.30am to 11.00am

Contacting us:

Telephone: 01935 470200 (open 8.30am)

Fax: 01935 470202

Out of Hours: 111 (NHS 111 Service)

Email: contact@hendfordlodgemc.nhs.uk

Our Partners:

Dr Max Ball, Dr Susan Latimer, Dr Richard More, Dr Anne Salkeld, Dr Steve Holden,
Dr Mala Ariaratnam, Dr Helen Cotton, Dr Peter Milmer, Dr Hertha Von Schack,
Dr Philip Hine

Welcome to Hendford Lodge Medical Centre

Hendford Lodge Medical Centre serves the whole of Yeovil as well as many surrounding villages in Somerset and Dorset.

Our team includes eight GP partners as well as Nurse Practitioners, Practice Nurses and Health Care Assistants. They are supported by our Practice Manager and Administrative/Reception staff.

We offer a full general practice service and run specialist clinics for long term conditions, children and pregnant women and for patients needing minor surgery. At Hendford Lodge Medical Centre, we aim to treat all our patients promptly, courteously and in complete confidence.

Hendford Lodge Medical Centre is a 'training practice' which means that qualified doctors who want to become general practitioners spend either six months or a year with us to gain the experience they need to become family doctors.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available at Reception. Our patients register with a doctor as we recognise the importance of continuity of care; however, we also recognise that there may be times when the registered doctor is not available and patients can see an alternative doctor if clinically appropriate.

Our practice area

We provide care to patients who live in and around Yeovil. Our practice covers the following towns and villages, and the countryside in between!

Alvington, Bradford Abbas, Barwick, Chilthorne Domer, Chilton Cantelo, Clifton Maybank, Closworth, Halstock, Hardington Mandeville, Houndstone, Tintinhull Higher Odcombe, Lower Odcombe, Marston Magna, Montacute, Mudford, Nether Compton, Over Compton, Pendomer, Stoford, Thorne, Trent, West Coker, Yeovil, Yeovil Marsh

Any person wishing to register as a patient must live within this practice area; if you're unsure please ask at Reception. Applications to register should be made to reception. All new patients will be asked to complete a simple health questionnaire and have an initial health check. We, like other local practices, recommend continuity of care and ideally all members of a family should be registered with one practice.

Contact details

Appointments can be made or cancelled by phone by contacting us on **01935 470200**, or in person at the surgery. Alternatively, appointments can be made via our website: www.hendfordlodge.co.uk.

Please note that, for reasons of Patient Confidentiality, we withhold our telephone number when making outgoing calls. If your phone is set up to reject "number withheld" calls, we will not be able to contact you by phone unless you give us an alternative number.

Opening times

We are open for Monday to Friday, 8.30am to 6.30pm.

We are also open on Monday and Thursday evenings from 6.30pm to 7.30pm for pre-bookable appointments only with a Doctor or Nurse, and on Saturday mornings from 8.30am to 11.00am.

To join the practice

Just come along to the surgery and ask at Reception for the Registration forms. Once we receive the completed and signed form we can register you as a patient.

As part of the registration process, you will be asked to attend a New Patient Check – this allows us to find out more about your medical history and to provide further information about our services which may be helpful to you.

Clinics and Services

We run a range of clinics for our patients. For an appointment or for further details, please contact us on 01935 470200.

Chronic Disease Management

This includes a wide range of conditions that require long term treatment and care. Our priority is to ensure this care is ongoing and appropriate. To this end, we shall endeavour to review patient's medication on an annual basis and will invite patients with long term conditions to a review at least once a year.

General nursing care

Our nurses provide wound care, contraceptive services, minor illness, smoking cessation advice, well person checks, new patient checks, blood pressure monitoring and travel advice. They also perform vaccinations, ear syringing and smear tests.

Maternity / Antenatal

This clinic is run by our community midwife. If you become pregnant, you will be given a 'booking appointment' at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

Family Planning

We provide family planning advice, including the fitting of IUDs.

Child immunisation - Wednesday afternoons

You will receive an invitation by post to attend for baby or pre-school immunisations. If you are unable to attend the appointment given, please contact us on 01935 470200 to make an alternative appointment.

Minor Surgery

Minor operations and joint injections can be done in our treatment room. Please discuss this with your doctor who will then arrange for you to be given an appointment.

Healthchecks and Weight Management

If you are aged between 40 and 74 with no previous history of cardiovascular disease, we offer healthchecks which assess your risk of developing CVD and help you change your lifestyle to reduce the risk.

Flu Clinics

Flu clinics are held in October and November each year for those patients eligible to receive free vaccination against influenza. Details are advertised in the surgery and on our website from September.

Smoking Cessation

We can offer help with smoking cessation for when you feel ready and able to consider stopping smoking. Please ask at Reception for details.

Leg Ulcer Service

We provide leg ulcer treatment for patients requiring this specialised care.

Prescriptions

Our prescriptions are dispensed by one of fourteen pharmacies in the Yeovil area. We can arrange for your prescription to be sent to the pharmacy of your choice, or you can collect your prescription from us. All requests for repeat prescriptions require 2 working days (excluding weekends and Bank Holidays) between the request being made and collection from the pharmacy.

Repeat Prescriptions

We ask that all repeat prescriptions are requested in writing or via our website to ensure that the right medication is provided to you. Please tick the repeat request slip provided with your prescription and put it in our Prescription Box in the Waiting Room.

Alternatively, please order your repeat medication on our website at: www.hendfordlodge.co.uk.

Appointments

Although we operate personal lists and recognise the importance of continuity of care, if you do need to see a doctor urgently it may not always be possible to see your usual doctor.

All the doctors will help you deal with acute and long-term health problems and illnesses. This will always involve advice on how you can help yourself, sometimes it will involve treatment in the surgery or medication, and at others referral to local hospitals may be necessary.

Please contact us on 01935 470200 between 8.30am and 6.30pm to make an appointment. We have a range of appointments for different needs:

- Same day appointments for **urgent cases**. If appointments are available for the same day, you will be offered an appointment.

- If your condition is **non-urgent**, we will try to offer an appointment within two working days, though you may have to wait longer to see a particular GP. You may also book up to four weeks in advance if this is more convenient to you and where appointments are available.
- Our Practice Nurses treat patients for a wide range of common conditions. You can expect to see a nurse within one working day and they can give advice on a wide range of ailments.
- You can book a **telephone consultation** with a doctor so that they ring you on your preferred telephone number.
- Tell us if you are in a telephone box. We will ring you back. Say immediately if your call is an emergency.
- Let us know if more than one person in the family needs to be seen as you may need a longer appointment time.

Chaperones

If you require a physical examination or would like to have a Chaperone present during your consultation, please mention it to the Doctor or at Reception on arrival.

Car parking and disabled access

Hendford Lodge Medical Centre has a car park for patients using the Surgery for an appointment, which includes parking spaces for blue badge holders. Further car parking is available in nearby public car parks.

There are no steps or ramps to negotiate and there is easy access into and within the building. There is a wheelchair for use in the surgery and separate patient toilet facilities.

Telephone Advice

Increasing numbers of patients choose to have a telephone consultation with a doctor or nurse to deal with their problem. Telephone consultations can be used to get advice, test results or report on progress. Telephone consultation appointment times are available each day and can be booked through reception.

Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible.

However, we can visit you at home if your condition means you cannot attend a routine clinic. All visits are assessed (or triaged) by a doctor which means that before agreeing to visit, they will telephone you to discuss the need for the visit. Please ring before 10am to arrange a visit and let us know if your condition is urgent.

How you can help us:

Be on time for your appointment and tell us if you need to cancel

Call for home visit or urgent appointment before 10am

Ring for general enquiries after 10am

Ring for test results after 1pm

Let us know if you have changed your name, address or contact number

Let us know if you are a carer, or are cared for by someone else

Our healthcare team

Doctors

Dr Max Ball MB BS BSc(Hons) DRCOG MRCGP FPCert DOcc Med.

Dr Richard More BM DA DCH DRCOG Dip IMC RCS (Ed)

Dr Stephen Holden (Abbey Manor) MB BS DRCOG

Dr Peter Milmer MB BCH

Dr Philip Hine MB ChB

Dr Susan Latimer MB BS DGM MRCGP FPCert

Dr Anne Salkeld MB BS MRCGP MA Dip. Therap.

Dr Mala Ariaratnam MB BCH MRCGP DRCOG DFFP

Dr Helen Cotton BSc MBBS MRCGP DFFP

Dr Hertha Von Schack (Abbey Manor) Freie Universitat Berlin 1995

Nurse Practitioners

In January 2014, we are very pleased to welcome our new team of Nurse Practitioners to Hendford Lodge Medical Centre.

Nurse Practitioners are highly qualified members of the team who have developed their nursing skills through experience and further qualifications to be independent clinicians able to see and treat most minor illness and ailments, and are also qualified prescribers so will be able to give advice and issue suitable medication for your treatment.

Training Practice and Medical Students

We are a Training Practice for GP Registrars – these are qualified Doctors who are completing their training as general practitioners. We also provide short placements for Medical Students from Imperial College and University of Bristol to support their studies as doctors.

This is an important area of our work and we are grateful for your help in this contribution to the future NHS. All those involved will always protect patient confidentiality. You will always be informed when teaching will be taking place and can choose not to be involved.

All our Doctors work with GP Registrars / Students when they are with us but if you would prefer them not to be present during your consultation, please inform the doctor at the start of your consultation.

Practice Nursing team

Our Practice Nurses deal with a range of conditions and health concerns including chronic disease management, dressings, travel advice and routine care.

Our Health Care Assistants carry out blood tests and are involved in new patient checks, smoking cessation advice, Healthchecks and other routine checks.

Practice Team

Practice Manager

The Practice Manager is responsible for strategic and financial planning, service development and ensuring the smooth running of the whole practice and our team. She is always keen to receive your positive comments and will also deal efficiently with any patient complaints.

Reception / Admin Staff

Our Reception team is the first port of call for many of our patients when booking appointments or making enquiries. We also have an Administrative team and a Medical Secretary to support our clinical team and patients.

Community Team

We are supported in our team by a number of community and attached staff including:

- ✦ Community Midwife
- ✦ Community Nurses
- ✦ Community Health Visitors
- ✦ Dietician
- ✦ Counsellors and Therapists

You can contact the community health visitors, nurses and midwives directly:

- ✦ Community Midwife: 01935 47449 (answerphone)
- ✦ Community Nurses: 0300 323 0020
- ✦ Community Health Visitors: 0300 323 0119

When we are closed

NHS 111 – our out-of-hours service

The surgery is closed between 6.30 pm and 8.30 am each night and all day Saturday and Sunday. If you require a doctor or district nurse out of hours when we are closed, this service is provided by NHS 111 – please phone **111**. The out of hours service is commissioned by Somerset CCG.



When using this service sometimes you will either be given advice, asked to attend the Treatment Centre in Yeovil , or if necessary receive a home visit. If you are seen out of hours we always receive full details when the surgery opens next.

Further information which may help you deal with a medical incident can be found on www.nhsdirect.nhs.uk.

Yeovil NHS Walk-in Centre

You can also see an experienced nurse for treatment of minor injuries and illnesses, seven days a week until 8pm at night at Yeovil NHS Walk-In Centre, 37 Middle Street, Yeovil (above the Boots store in Yeovil).

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis.

Accident and Emergency

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department (Yeovil Hospital) or call 999. Accident and emergency departments are open all day, every day and can assess serious injuries and provide emergency treatment.

CALLING 999 TO GET HELP FROM THE AMBULANCE SERVICE

Sometimes it is more appropriate to call 999 and then receive emergency help from the ambulance service before being taken to hospital. These situations include when;

- your GP or hospital specialist have advised you to do so if certain symptoms or problems ever occur
- the problem will obviously require hospital treatment such as after an accident
- you feel the situation is serious and life threatening such as a suspected heart attack or collapse.

Zero Tolerance against Abusive Behaviour

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Complaints and Comments

Hendford Lodge Medical Centre aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know.

Speak to whomever you feel most comfortable – your GP, our Practice Manager or our reception staff will be happy to help. Alternatively, please write to the Practice Manager setting out your concerns.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues as you would wish you can write to the Health Services Ombudsman.

We are committed to improving our services to our patients. If you have a comment or suggestion, or compliment rather than a complaint, we would also like to hear this – please write or speak to our Practice Manager.

Alternatively, you can speak with the Patient Advice and Liaison Service (PALS) operated by the CCG who can often help resolve any problems before they become formal complaints. To speak to a PALS officer, please ring 0800 0851 067 or email pals@somerset.nhs.uk.

Compliments and Suggestions

We always hope to provide a service that meets or exceeds your expectations but its nice to know when this happens! Please don't be afraid to tell us when we've done something well— its always nice to hear!

If you think we could do something better, but its not quite a complaint—please feel free to let us know. A suggestion form is available in reception for those 'why don't you' moments...

Clinical Commissioning Group

Our lead Clinical Commissioning Group is Somerset.

On 1 April 2013, the Somerset Clinical Commissioning Group replaced Somerset PCT and is responsible for ensuring you get all the services you need. Their contact details are:

Wynford House, Lufton Way, Yeovil, Somerset, BA22 8HR

Telephone: 01935 384000

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. All employees have access to this information in relation to their role and have signed a confidentiality agreement.

Information may be shared, in confidence, with other NHS organisations in the interests of patient care. Confidential patient data will be shared within the healthcare team at the practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without the patient's explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of the patient(s) or it is overwhelmingly in the public interest to do so.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

Access to health records

You have a right to know what information we hold about you. If you would like to see your records, please write to the Practice Manager. You are entitled to receive a copy of your records, but should note that a charge will be made.

Carers

A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, substance misuse or disability. Anyone can become a carer, carers come from all walks of life, all cultures and can be any age.

Please inform our Reception staff if you are a carer or are cared for by another person. This alerts us to your possible needs in this role. We also provide a quarterly newsletter for Carers which gives information about advice and support in the local area.

Change of personal details

Patients are asked to notify the Practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

Patient Participation Group

Hendford Lodge Medical Centre is committed to continually improving our services by learning from and listening to our patients.

We have an established Patient Participation Group but are always looking for new members. Please leave your contact details at Reception or email us at contact@hendfordlodgemc.nhs.uk.

Being prepared

As well as our practice there are other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF 15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Further information

The following websites provide further advice on minor ailments and other health issues:

www.nhsdirect.nhs.uk

www.nhschoices.nhs.uk

www.nhs.uk

Some useful numbers...

OUT OF HOURS SERVICE	111
Somerset CCG	01935 384000
Patient Advice & Liaison Service	0800 0851 067
Yeovil District Hospital	01935 475122
Musgrove Park Hospital	01823 333444
Social Services	01935 422111
Social Security	01935 475101
Police	101
Relate	01935 472485
Samaritans	0845 790 9090
CRUSE Bereavement Care	01935 411644
Childline	0800 1111
Alcoholics Anonymous	0845 769 7555
NHS Direct	111
Citizens Advice Bureau	01935 421167
Age Concern	01935 411077

Notes

