



## **Welcome to The Blackmore Vale Partnership**

Abbey View Medical Centre  
Salisbury Road  
Shaftesbury  
Dorset  
SP7 8DH  
Tel: 01747 856700  
Fax: 01747 856701

Fontmell Magna Surgery  
West Street  
Fontmell Magna  
Shaftesbury  
Dorset  
SP7 0PF  
Tel: 01747 856700  
Fax: 01747 812085

Sturminster Newton Medical Centre  
Old Market Hill  
Sturminster Newton  
Dorset  
DT10 1QU  
Tel: 01258 474500  
Fax: 01258 471547

Marnhull Surgery  
Church Hill  
Sturminster Newton  
Dorset  
DT10 1PU  
Tel: 01258 820015  
Fax: 01258 821266

Doctors and staff would like to welcome you to the Blackmore Vale Partnership. The information outlined in this leaflet should help you to understand the organisation of the Practice to make it as easy as possible for you to access the services you need.

**Surgery Opening Times – Abbey View Medical Centre**

8.00am to 6.30pm Monday to Friday

**Surgery Opening Times – Fontmell Magna Surgery**

Mornings only Monday, Tuesday, Wednesday and Thursday

**Surgery Opening Times – Sturminster Newton Medical Centre**

8.00am to 6.30pm Monday to Friday

**Surgery Opening Times – Marnhull Surgery**

8.00am to 1.00pm Monday to Friday

8.00am to 1.00pm Thursday Nurse lead only clinic

## Our Team

### **Shaftesbury and Fontmell Magna**

Dr Simon Horner (Partner)  
Dr Simone Yule (Partner)

Dr Damian Patterson (Partner)  
Dr Katie Perkins (Partner)  
Dr James Kershaw (Partner)  
Dr Jacqueline Ainsley (Salaried GP)  
Dr Jeremy Ferguson (Salaried GP)  
Dr Elise Bevan (Salaried GP)  
Dr Jane Crutchfield (Salaried GP)  
Dr Jan Emms (Salaried GP)

### **Sturminster Newton and Marnhull**

Dr Duncan Ward (Partner)  
Dr Brigid Greenup (Partner)  
Dr Matt Grist (Partner)  
Dr Julian Rippin (Salaried GP)  
Dr Lucy Bowden (Salaried GP)  
Dr Emily Chamberlain (Salaried GP)

**Managing Partner:** Jane Dawes

### **Nurse Practitioners**

Carolyn Overton  
Jessica Cradock  
Richard Broad  
Pippa Bastable  
Louise Stenner  
Martin Giebner

### **Practice Staff**

### **Managing Partner**

Our Managing Partner is responsible for the day to day running of the Practice and liaise with all the Partners, members of staff and patients. If you experience problems with the running of the Practice please ask to see a member of our management team

## **Patient Services Team**

Our Patient Services Team deals with appointments, repeat prescriptions and visits. Our trained and experienced staff seek to ensure smooth and efficient attention to your requirements, in accordance with Practice policy.

The Medical Personal Assistants will help with queries, test results, prescription queries and messages for your doctor.

The Medical Secretaries will help with referrals and queries relating to hospital appointments.

## **Doctors in Training ST3 Doctor**

You may be given an appointment with our Registrar who is a fully qualified doctor undergoing supervised training to become a GP. You may be asked if your consultation can be recorded on a video camera. The recording is then used in a strictly confidential manner, within the surgery, to help patients get the best from these consultations

### **Training Practice**

The practice is a training practice, which means that we take students from a number of teaching hospitals to give them experience of general practice. We also train GPs, these are known as ST2/3 Doctors and they work with the practice for 6 or 12-month periods.

We wish to thank all our patients for allowing these students and doctors to see them and to sit in on consultations with them. Without this it would not be possible to train the doctors of the future.

## **Nurse Practitioner (NP)**

Nurse Practitioners are experienced registered nurses who have undertaken a specific course of study at degree level or above. They work side by side with GPs and can carry out: physical examination, making a diagnosis, requesting tests, arranging

treatment including prescriptions and referring on to specialists if needed. They will discuss your case with a doctor or arrange for a doctor to see you if they need assistance in managing your problem. Nurse Practitioners do not provide cryotherapy (freezing warts), travel health information or immunisations, and do not routinely change dressings or perform blood tests. They are also unable to sign a fit note.

### **Practice Nurses**

Appointments with a Practice Nurse for dressings, injections, removal of sutures, travel health service, immunisations and routine cervical smears can be made by telephoning

For Abbey View on 01747 856700 Option 2

For Sturminster Newton /Marnhull call 01258 474500

The nurses also run clinics for Asthma, COPD (respiratory problems) Diabetes, and Healthy Heart. These appointments can be made by contacting the Nurse Secretary on 01747 856708 (Abbey View) or reception for Sturminster Newton and Marnhull on 01258 474500. We are a training practice for practice nurses and a community placement for student nurses.

### **Health Care Assistant (HCA)**

Appointments with the HCA for blood tests, blood pressure checks and new patient registration checks can be made by telephoning reception. Appointments for blood pressure home monitoring and the 24 hour blood pressure machine can be made by contacting the Nurse Secretary on 01747 856708 for Abbey View or reception for Sturminster Newton and Marnhull on 01258 474500.

### **District Nurses**

01258 473188

The specialist nursing skills of the Community Nursing Team, led by a District Nurse, provide care at home to those who are housebound, that is, they require medical transport to leave their home. Patients whose diagnosis or the procedure required means that it is only safe, or practicable to provide care in their home can also be visited. The team provide planned care, support, information and advice to minimise the complications associated with any health problems you have. The team aim to put you at the centre of what they do to ensure that you have a say in your care.

### **Health Visitors**

Abbey View - 01747 856709

Sturminster Newton – 01258 474515

Based at the surgery the Health Visiting Team are specialist nurses who work within the primary health care team and work with families and children up to 5 years of age. They monitor child development, promote family and public health, offer advice on immunisation and run a weekly child health clinic. If all are out please leave a message on the answer machine and you will be contacted as soon as possible. If it is an emergency please dial the main surgery number.

### **Midwives**

Abbey View - 01747 856713

Sturminster Newton – 01258 474500

The Community Midwives are a small team, based at the practice, able to give advice on all options of care throughout your pregnancy, labour and offer care at home for up to 28 days following the birth. They also provide a 24 hour emergency service. Their philosophy of care is that the relationship between mother and midwife is fundamental to good midwifery care. You are able to have an appointment with the midwives without seeing your GP first.

### **Patient Participation Group**

Our patient participation group represents our patients and works closely with the practice team as our 'critical friend' to help us continue to deliver a quality primary care service. To be part of this team, please contact the Group Chair by emailing [BVPPPG@gmail.com](mailto:BVPPPG@gmail.com) or register when you next visit the practice.

## **About Us**

### **The Practice Area**

The Practice welcomes patients living in Sturminster Newton, Marnhull, Lydlinch, Hazelbury Bryan, Manston, Child Okeford, West Stour, East Stour, Kington Magna, Fontmell Magna, Iwerne Minster, Shroton, Shillingstone, Okeford Fitzpaine, Ibberton, Wooland, Mappowder, Pulham, Kings Stag, Stourton Caundle, Stalbridge, Henstridge, Shaftesbury, Ashmore, Donhead St Andrew, Berwick St John, Ansty, Sedgehill and Semley, Motcombe, Gillingham, Compton Abbas, Donhead St Mary, Margaret Marsh and Fifehead Magdalen

### **To Register**

If you live within our practice area you are welcome to register with us. Registration forms are available from reception or you can download a form via our website at

[www.blackmorevalesurgery.co.uk](http://www.blackmorevalesurgery.co.uk) Our reception staff are happy to guide you through the procedure. Eligibility can be quickly confirmed from your address so it would be helpful if you could provide proof by way of a recent utility bill. Photographic proof of identity is also required.

You will need to complete a registration form (GMS1) and a health questionnaire which will provide useful information whilst we wait for your medical records to arrive from your previous doctor, these can be obtained from reception

All new patients are offered a health check with a healthcare team member to ensure that any required tests are up to date and that we have an accurate note of any repeat medication you may be taking. You need to bring a urine sample when you attend this appointment.

Medical treatment is available from the date of registration. Please contact reception for further information.

### **Temporary Residents**

If you are ill while away from home or if you are not registered with a doctor but need to see one, you can receive temporary help from the local GP practice. You will need to register as a temporary or permanent patient.

The local GP can offer NHS treatment to your friends or family staying with you if necessary.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice. You cannot register as a temporary patient at a practice in the town or area where you are already registered.



## **New Babies**

Once the baby's birth has been registered with the Registration Services, please come to the surgery to register the baby with a GP as soon as possible.

## **Prescriptions**

We now offer an Electronic Prescription Service (EPS). This enables prescriptions to be sent electronically directly from the surgery to the pharmacy of choice so you won't need to collect your paper repeat prescription from the surgery. To take advantage of this service let your preferred pharmacy or the surgery know next time you visit.

## **Repeat Prescriptions**

**Two working days'** notice is required for repeat prescriptions. Prescriptions ordered on a Friday will not be ready until Tuesday afternoon. If you are requesting any additional items which do not appear on your form, please allow **3 full working days** in order for the Doctor to check and authorise the issue.

To avoid prescribing errors we are not able to take orders over the telephone.

Please plan ahead and leave yourself at least 5 days of tablets prior to putting in your order.

You don't need to see your doctor for regular repeat medications unless your doctor has asked specifically for you to attend the surgery.

## **To order your repeat prescription**

Order repeat medication online: You can make requests for repeat prescriptions - without having to visit the practice.

You can email your request to:

[prescription@blackmorevale.nhs.uk](mailto:prescription@blackmorevale.nhs.uk)

Alternatively drop in your repeat slip marking the items required clearly. If you wish your prescription to be posted to you please enclose a stamped addressed envelope. Your prescription can be taken to a chemist if you indicate this on the repeat request. Please allow one extra day before collection. Sign up to our online services via the surgery website to order your repeat prescriptions over the internet.

### **Change of Contact Details**

When you change your address, name, telephone numbers (home & mobile or email address) please let us know as soon as possible. If you are moving house please include names of all patients registered at the practice who are moving with you. Personal details can now be updated from the secure online section of the practice website in SystemOne.

### **Responsibilities**

It is crucial to understand that healthcare is a partnership. Within the practice we have responsibilities to you the patient and you have responsibilities both to us, the practice and to others who use the practice. Patients will be treated with courtesy and respect as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs. We ask that you treat the practice staff, the doctors and their families with the same courtesy and respect

### **Zero Tolerance**

In order to provide the best service, the Surgery is committed to the well-being of our patients and staff. We expect those accessing our services and premises to treat other patients and staff with the courtesy and respect they would expect to receive themselves. Verbal abuse, harassment and violence are unacceptable. In the event of any of these occurring, the Practice

will not hesitate to take action which could lead to prosecution and removal from the patient list.

### **On-Line Access**

The Practice offers on-line facilities that can be accessed via our website. This enables you to book appointments and request repeat prescriptions on-line. You will need to visit the Practice to register your details and provide a form of Photographic identification and a utility bill as proof of address. You will then be given a unique identification code that will give access to the on-line service.

### **E-mail and text Messaging**

Where practicable the Practice will endeavour to make contact via E-mail or text messaging. This may be used for targeted health campaigns such as asthma or flu. This will help to reduce postage costs. Please ensure that you inform us of any changes to your contact details.

### **How to see a clinician**

Appointments:

Abbey View	01747 856700
Fontmell Magna	01747 812058
Sturminster Newton	01258 474500
Marnhull	01258 820015

### **URGENT ON THE DAY TEAM**

The Blackmore Vale Partnership now has an **Urgent Care On the Day team** consisting of GP's, nurse practitioners and a paramedic. This will improve capacity and access for patients with an urgent on the day health need (urgent being defined as a new problem that has developed within the previous 2 weeks).

- The service will run from 8 am until 6 30 pm and will provide more access during lunchtimes, after school and evenings.
- When a patient telephones for an urgent care appointment, it's really important that they give a few brief details of the reason for the call, so that they can be directed to the most appropriate service.
- All patients with an urgent health need will be called back by one of the team within a timely fashion working towards a call back within 2 hours once the service is established and either be given advice if appropriate or offered an appointment for that day.
- Staggering the service throughout the day, will reduce the early morning pressures on the telephone system as patients will be able to have access to the urgent on the day team where appropriate all day.
- Routine telephone appointments for results and routine pre bookable appointments will run alongside this service to provide continuity for patients with more ongoing and long term conditions.
- This change is in line with national NHS guidance and is an exciting opportunity for the team to work differently and improve patient care within the Blackmore Vale Partnership

Contact us on the above numbers to book. You can also book appointments on line. If you have a mobile telephone number you will be reminded of your appointment details by text message. Please see our website for registration details.

The Doctors will always try to see you on time, but some patients may require more time or occasionally the doctor may be called to an emergency, we will endeavour to inform you should any delay occur.

## **Appointments**

We run a 10-minute appointment system. You will be given a time at which the doctor, nurse or other member of the Primary healthcare Team hopes to see you. Please try and be punctual, if you arrive late this may cause delays and inconvenience to other patients. You should not wait more than 30 minutes without receiving an explanation for the delay. Please ask for more than one appointment if you wish for more than one patient to be seen. We will try to ensure that you are seen on time but some consultations take longer than others and we have no way of knowing this in advance. If there is a patient with an emergency or serious problem, we will give them priority. If we are running late please be patient because on another occasion it might be you who needs the extra time. Please don't blame the receptionists. If you have a particularly complicated problem or several matters to raise, please bear in mind that this may need to be spread over more than one consultation.

## **Cancellations**

If you cannot attend an appointment for any reason please inform us as soon as possible in order to enable us to offer the slot to another patient. Appointments can also be cancelled on-line or by text message.

## **Home Visits**

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception before 10:00.

You may only request a home visit if you are housebound or are too ill to visit the practice. A member of the urgent care team will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. To

do this they will call you to prior to any visit. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

### **Telephone Calls**

The surgery now offers telephone consultations for patients that may not need to be seen by the doctor or nurse. We recognise that for a number of problems it may be more appropriate and more convenient to speak to the doctor or nurse by telephone rather than coming in to the surgery in person. If you feel that a telephone consultation would be more appropriate, you should contact the surgery to request a call. If after speaking to you, the doctor or nurse feels that you should be seen, they will give you an appointment to come in on that day.

### **Out of Hours dial 111**

Outside of normal surgery hours the emergency cover is provided by South West Ambulance Foundation Trust who will arrange for a doctor to call you to decide whether telephone advice, going to the treatment centre or a visit is necessary. After 6.30pm on weekdays or on Saturdays, Sundays and Bank Holidays, ring the number for any of the practice sites and listen to the recorded message or you may ring 111 to get direct to the out of hours service.

**In a genuine emergency you should call 999. Chest pains and/or severe shortness of breath constitute an emergency**

### **A guide to getting medical treatment when the surgery is closed**

#### **When should I use this service?**

In Dorset, an emergency out-of-hours medical service is available when the surgery is closed. This service is for urgent medical situations – if you, or a member of your family, become ill and you

are concerned. It is not for routine enquiries, such as booking an appointment with your GP, repeat prescriptions or test results. If your medical problem is not urgent, please telephone your surgery when it is next open,

Remember: If it is a medical emergency – If you believe that you or a member of your family might die if you don't get medical help immediately – then you should call 999 and ask for an ambulance.

### **What will happen when I ring the Out of Hours Service?**

When you ring the out of hours service, your call will go through to a call centre where a trained member of staff will answer the phone and take some details from you. They will pass your details straight over to a doctor who will ring you back to ask more about the problem and, with you, will decide the best option for you. This might be to give you some advice over the telephone. This is generally the quickest and most convenient solution if you are concerned about your medical problem.

It may be decided that you need to see a healthcare professional and you will be asked to go to your nearest local treatment centre. This is because the centre will have the equipment and facilities you may need. A doctor, nurse or emergency care practitioner will also be on site and will be able to examine you. You will be given a choice of which local treatment centre is best for you to go to. Our nearest is at the Westminster Memorial Hospital, Shaftesbury.

A doctor, a nurse, or an emergency care practitioner may tell you that you need a home visit. This will depend upon the seriousness of your condition. A doctor, nurse or paramedic will visit you as quickly as possible, but your visit will be placed in order of priority according to the seriousness of other patients needing home visits.

When you call the Urgent Care Service, if staff at the call centre, or the doctor feels that your medical problem is an emergency, they will call 999 on your behalf .

What happens if I feel better or worse? Can I call the service back?

If your medical problem gets worse it is important that you:

Call NHS 111 again so that the doctor can re-assess your medical condition and consider whether you need more urgent help.

If your medical condition gets better after you have spoken with the doctor, you should: Call the Urgent Care Service back and let them know that you are feeling better. This is very important if you:

- No longer need a visit to your home by a doctor, nurse or emergency care practitioner.
- No longer wish to attend a local treatment centre
- Have changed your mind about which local treatment centre to attend.

### **What do I do when my nearest local treatment centre is closed?**

During the night, you could be asked to visit another treatment centre. However, if you need a doctor, nurse or paramedic to visit you at home they will do so. South West Ambulance NHS Foundation Trust operates the out of hours service in Dorset & Somerset. If you have any queries or concerns about this service please call the South West Ambulance NHS Foundation Trust patient experience team on Tel: 01392 261585.

### **Parking**



We are able to offer parking at the surgeries for our patients. We would ask patients to park in these allocated spaces only while they are in the surgery. Access is needed at all times for GP's to be able to leave to attend to urgent home visits and for ambulances attending the surgery.

### **Disabled Access**

All of the Practice surgeries are fully accessible to all patients without negotiating steps or ramps. Once inside, there is easy access to all facilities including toilets. There is a wheelchair available in all surgeries for those patients who may need it. Please ask at reception.

## **OTHER SERVICES**

We offer a range of other services to our patient population. Not all of these services are offered at all of the sites, please check with reception.

### **Anticoagulation INR Blood Testing and Dosing**

The Practice has 5 dedicated clinics a week between the sites. These cover testing, dosage and follow-up appointments.

### **Minor Surgery**

These procedures are available by appointment; please ask the receptionist, doctor or nurse.

### **Family Planning**

The doctors offer a full range of family planning services including coil and Implant insertions.

The practice nurses are also available for advice and follow up. These services are confidential and are open to patients of all ages, including those not registered with us

### **Foreign Travel and Immunisations**

If possible, when going abroad, make an appointment with the practice nurse about two months before your date of departure, and complete a travel questionnaire (available from reception) beforehand. This allows time to plan and complete a course of any necessary injections. If time is short, an amended schedule may be organised. We have been approved by the Department of Health as a Yellow Fever Vaccination Centre. Not all travel immunisations are available on the NHS. Unfortunately NHS England has decided that no doctors may issue prescriptions for anti-malarial's. Some may be obtained over the counter at a pharmacy and some require a private prescription.

Flu, Pneumonia and Shingles vaccination clinics are held in October and November each year please look out for advertising.

### **Test Results**

Dial main switchboard and select "Option 2" for the personal assistants.

To find out if your results are back please telephone the personal assistants between 10am – 4.00pm Monday to Friday. Most tests are back within the week. Please note that the personal assistants are unable to interpret results and will provide you with the commentary given by the doctor.

### **Private Medicals**

Medical examinations for special purposes such as HGV, elderly drivers, taxi, pre-employment, fitness to undertake sports, insurance, fitness to travel etc. are undertaken by appointment. Please ask at reception for further details. A fixed fee, according to a nationally agreed scale is normally payable for these examinations or reports and for non-Statutory certificates. Insurance claims, holiday cancellations, letters to support housing claims are all examples of forms that can be completed without you having to see a doctor. Please leave the form with the medical secretary allowing at least two working days. There will

be a fee payable for these services which the medical secretaries or reception staff can tell you about.

### **Chaperone Policy**

If you require a chaperone, wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment. If you would like to see a copy of our Chaperone Policy or have any questions please contact either the reception team or a member of the management team.

### **Suggestions and Comments**

We endeavour to provide all of our patients with a first class service when they visit or contact the surgery. If all has gone well please tell us, it makes our world go round! If there is anything you think we could have done better please let us know.

### **How do I make a complaint?**

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

Within 6 months of the incident that caused the problem; or  
Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident

We will be pleased to deal with any complaint. Our complaints procedure will be explained to you and make sure that your concerns are dealt with promptly. You can make your complaint:

**In person** – ask to speak to Jane Dawes (Practice Manager) if you are registered at either our Abbey View or Fontmell practices 01747 856700 or Laura Grant (Surgery Manager) if you are registered at either our Sturminster or Marnhull practices 01258 474500

**In writing** – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of the relevant manager as soon as possible.

**The practice will not tolerate violent or abusive behaviour towards its staff or other patients present on our surgery premises. We reserve the right to remove any patient behaving inappropriately from our patient list.**

This practice is within the Dorset Clinical Commissioning Group Area. The Trust Headquarters are, Vespasian House, Bridport Road, Dorchester, DT1 1TS. Tel:01305 368900. Fax: 01305 368947. Email: [email@dorset-pct.nhs.uk](mailto:email@dorset-pct.nhs.uk)

## **USEFUL TELEPHONE NUMBERS**

**Out of Hours Emergency Care : 111**

### **Casualty Departments**

Yeovil Hospital	01935 475122
Dorset County Hospital	01305 251150
Poole Hospital	01202 665511
Salisbury Hospital	01722 336262
Dorset Social Services Emergency	01202 657279
Westminster Memorial Hospital	01747 851535

Westminster (Minor Injuries Unit)	01747 475251
Blandford Hospital & MIU	01258 456541
Yeatman Hospital & MIU Sherborne	01935 813991
Benefits Agency	01722 315200
Boots Chemist Shaftesbury	01747 852471
Boots Chemist Sturminster Newton	01258 472426
Lloyds Chemist Shaftesbury	01747 852086
Marnhull Pharmacy	01258 820352

### **Walk- in centres**

NHS Walk in Centre Middle St, Yeovil	01935 709269
Avon Approach, Salisbury	01722 331191

[WWW.NHS.UK](http://WWW.NHS.UK) For information on NHS services, conditions, treatments and healthy living

### **How to get the best out of your GP Practice**

Our Practice can provide a huge range of advice, examination's, treatment, vaccinations, prescriptions and other routine healthcare.

We have Nurses, Health Care Assistants, Patients Services Team , PA's and Secretaries all supporting the GP's.

When you call the surgery on our phone system, there is an option to press number 2 which will take you directly to one of the PA's. They are a great resource and are worth contacting first before you consider making an appointment if you do not have an urgent issue.

Did you know there are lots of other local services that you can go to directly for help?

No need to see your GP first.

This guide sets out the main services that are available and how you can contact them.

## **Pharmacies – Minor ailments and conditions**

You can get immediate advice from a pharmacy in person or by telephone.

Pharmacies can also advise on the self-care of many minor conditions including:

- Aches and pains
- Coughs, colds, sore throats, blocked nose, sinusitis, cold sores, mouth ulcers,
- Diarrhoea
- Eye infections, ear-ache, hayfever
- Athletes foot
- Thrush
- Teething and nappy rash
- Threadworms
- Skin Rashes
- Emergency contraception (morning after pill)

Pharmacists can also answer questions about prescription medicines. You could ask for a medicine use review (MUR) and any changes agreed will be sent to your GP to consider.

Just drop into your local pharmacy. If you have difficulty finding a pharmacy, you can use the NHS Choices website [www.nhs](http://www.nhs) or telephone 111 who are available 24 hours a day and can offer lots of healthcare advice over the phone and its free!

## **Minor injuries to adults and children aged 3+**

MIU's (minor injury units) are able to help if you suffer:

- Lacerations, cuts, grazes, wounds
- Sprain, strain, muscle or joint injury
- Broken bone (fracture)
- Skin complaint –insect/animal/human bite or sting
- Foreign bodies like splinters
- Minor scalds and burns
- Minor head injuries from a low fall
- Localised allergic reactions and infection (to wounds for example)

- Minor eye injuries and infections

**What do to:** Phone your nearest MIU – it will usually be open 7 days a week, but it's a good idea to check before you go as the opening times can vary.

### **Contact Details:**

#### **Westminster Memorial (Shaftesbury) Community Hospital**

01747 851535

Weekdays 09.00 – 18.00 Bank Hols & Weekends 10.00 – 16.00

Emergency contraception is also available at Westminster Memorial Hospital out patients – phone first

#### **Blandford Community Hospital (MIU)**

01258 456541

Weekdays 09.00 – 18.00 Bank Hols & Weekends 10.00 – 16.00

X-Ray facilities Monday, Wednesday, Thursday 09.00 – 17.00

#### **Yeatman (Sherborne) Community Hospital**

01935 813991

Weekdays 09.00 – 18.00 Bank Hols & Weekends 10.00 – 16.00

NB – Above Hospitals, last patient seen half an hour before closing

Wincanton Health Centre also offers a Minor Injury Service to the local population and you do not have to be registered as a patient with the surgery. Contact 01963 435700.

**DID YOU KNOW:** You can refer yourself straight to the local specialist NHS anxiety & depression service if you are struggling with:

- Panic attacks
- Depression, low mood
- Anxiety, excessive worry
- Social anxiety/shyness
- Phobias

- Post-traumatic stress disorder
- Agoraphobia
- Obsessive compulsive disorder
- Health anxiety
- Bulimia

Mental wellbeing concerns for over 18yr olds, Please ring **Steps2Wellbeing** 01305 367051 (self-referral)

### **Sexual health advice and treatment**

You can get help if you have concerns or:

- Need contraceptive advice and implants
- Need tests for sexually transmitted diseases
- Have symptoms such as vaginal discharge

### **What to do:**

Sexual health advice and treatment – Family Planning clinic 0300 303 1948

Salisbury Sexual Health Department – 01722 425120

### **Children/Healthcare Advice**

You can go straight to your named health visitor for advice and guidance on issues such as:

- Baby and child growth development
- Childhood conditions, allergies and infections
- Breastfeeding, bottle feeding and weaning
- Teething
- Post-natal depression, parental mental and physical health
- Child behaviour issues such as sleeping, eating, potty training and tantrums
- Support with parenting, family health and relationships

### **What to do:**

Phone your health visitor or dial 111

Pregnancies: Book an appointment with your surgery Midwife once you're 8 weeks pregnant. You do not need to see your GP unless you have any queries or concerns.



## **Community Nurse Support**

If you are a housebound patient and on the Blackmore Vale Partnership locality district nurse caseload, you can get direct help with:

- Leg ulcers
- Dressings
- Enemas
- Catheters
- Syringe drivers

### **What to do:**

Contact the District Nursing team 01258 473188

## **Life threatening conditions**

Always dial 999 for life-threatening conditions such as:

- Severe chest pain
- Severe difficulty in breathing
- Unconsciousness
- Severe loss of blood
- Severe burns or scalds
- Choking
- Suspected stroke
- Fitting or concussion
- Drowning
- Severe allergic reactions

And if you're not sure.....

**DON'T FORGET:** for advice on health conditions and the availability of local services, you can dial 111 at any time day or night

## DOCTORS TIMETABLE

### Abbey View

Monday	Tuesday	Wednesday	Thursday	Friday	
Dr Yule Dr Patterson Dr Perkins Dr Kershaw Dr Ferguson Dr Johnson	Dr Horner Dr Patterson Dr Ainsley Dr Ferguson Dr Johnson	Dr Horner Dr Ainsley Dr Ferguson Dr Bevan	Dr Yule Dr Kershaw Dr Johnson Dr Bevan	Dr Yule Dr Patterson Dr Perkins Dr Kershaw Dr Ainsley Dr Bevan	<b>A M</b>
Dr Horner Dr Yule Dr Patterson Dr Perkins Dr Ferguson Dr Kershaw	Dr Horner Dr Patterson Dr Ainsley Dr Ferguson Dr Kershaw	Dr Horner Dr Patterson Dr Ainsley Dr Wales Dr Bevan	Dr Yule Dr Perkins Dr Bevan	Dr Yule Dr Perkins Dr Kershaw Dr Ainsley Dr Bevan	<b>P M</b>

### Fontmell Magna

Monday	Tuesday	Wednesday	Thursday	Friday	
Dr Horner	Dr Kershaw	Dr Patterson	Dr Perkins	Closed	<b>AM</b>
Closed	Closed	Closed	Closed	Closed	<b>PM</b>

## Sturminster Newton

Monday	Tuesday	Wednesday	Thursday	Friday	
Dr Greenup Dr Grist Dr Bowden	Dr Rippin Dr Chamberlain	Dr Ward Dr Grist Dr Bowden	Dr Greenup Dr Rippin Dr Chamberlain	Dr Ward Dr Grist Dr Rippin	<b>AM</b>
Dr Greenup Dr Grist Dr Rippin Dr Bowden	Dr Ward Dr Rippin Dr Chamberlain	Dr Ward Dr Grist Dr Bowden	Dr Greenup Dr Rippin Dr Chamberlain	Dr Ward Dr Grist Dr Rippin	<b>PM</b>

## Marnhull

Monday	Tuesday	Wednesday	Thursday	Friday	
Dr Rippin	Dr Ward	Closed	Dr Grist	GP in rotation	<b>AM</b>
Closed	Closed	Closed	Closed	Closed	<b>PM</b>

**Please note this is subject to change due to Study days, Holidays or sick leave.**

**We currently have a number of other regular doctors available. Their timetable varies from week to week, please ask at reception**