

investigated and dealt with as soon as possible. Through National agreement, complaints are dealt with 'in house' – with conciliation if needed. For further information please ask for the complaints leaflet.

## CHAPERONE POLICY

This organisation is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff. Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way. 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. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please contact the Manager.

## USEFUL TELEPHONE NUMBERS

<b>Dorset Social Services Emergency</b>	<b>: 01202 668123</b>
<b>Westminster Memorial Hospital</b>	<b>: 01747 851535</b>
<b>Salisbury District Hospital</b>	<b>: 01722 336262</b>
<b>Healthpoint</b>	<b>: 01202 675377</b>
<b>Benefits Agency</b>	<b>: 01722 315200</b>
<b>NHS Direct</b>	<b>: 0845 46 47</b>
<b>Boots Chemist</b>	<b>: 01747 852471</b>
<b>Lloyds Chemist</b>	<b>: 01747 852086</b>

## WELCOME TO THE SHAFTESBURY PRACTICE

Tel. 01747 856700

Fax. 01747 856701

[www.abbeyviewmedicalcentre.co.uk](http://www.abbeyviewmedicalcentre.co.uk)

The Doctors and Staff of The Shaftesbury Practice would like to welcome you to Abbey View Medical Centre. We moved into our purpose built medical centre, which offers first class facilities for the provision of medical care, in January 1996. The information outlined in this leaflet should enable you to understand the organisation of the Practice so that maximum efficiency of health care can be achieved. The practice is in the Dorset Primary Care Trust.

### Surgery Opening Times

**8.30am to 6.30pm Monday to Friday**

**6.30pm to 8.00pm Tuesday and Thursday**

**8.30am to 11.00am 3rd Saturday of every month at Fontmell Magna Surgery**

**The appointments desk is closed between 1 – 2pm each day.**

**The surgery will be closed from 12 noon to 2.00 pm on the first Wednesday of the month for training purposes.**

GP's days off

Dr Wynn-Mackenzie	Wednesday
Dr Emms	Thursday
Dr Horner	Tuesday
Dr Yule	Tuesday
Dr Patterson	Thursday
Dr Sheehan	Wednesday
Dr Counsell	Friday

## THE DOCTORS

### *The Partners*

<b>Dr David Wynn-Mackenzie</b>	MBBS. Lond. 1976 MRCP (UK) 1978, MRCGP 1983. DRCOG 1981. DCH 1979. FP Cert
<b>Dr Richard Emms</b>	MB Ch.Birm. 1984. DA(UK) 1988. DRCOG 1988. FP Cert 1988, MRCGP 1997
<b>Dr Simon Horner</b>	BSc 1986. MBBS 1989. DRCOG 1992. FP Cert 1993. MRCGP 1994
<b>Dr Simone Yule</b>	BSc 1988. MB Bch 1991 DRCOG 1994. FP Cert 1996
<b>Dr Damian Patterson</b>	BSc 1989 MB BS MRCP 1996 DFFP 2001, MRCGP 2001
<b>Dr Timothy Sheehan</b>	BmedSci, BM, BS, DRCOG 1987, MRCGP 1988
<b>GP Assistant</b>	
<b>Dr Barbara Counsell</b>	BSc, MBBC, MRCGP 1983, FP Cert 1983

**The Practice also provides access to a Nurse Practitioner. Please see the enclosed leaflet for details.**

## HOW TO SEE YOUR DOCTOR

### Appointments

**01747 856700**

The Practice operates a Same Day appointment system. Patients are able to book either a surgery or a telephone appointment with the doctor by contacting us the same morning. If you require an appointment to be booked in advance please ask the receptionist to arrange for the GP to call you and discuss this ahead of time.

**The Doctors will always try to see you on time, but occasionally they may be called to an emergency and we will endeavour to inform you should any delay occur.**

## District Nurses

**01747 856714**

The District Nurses care for patients in their own home, post operatively, for wound care, for patients who are terminally ill, for health promotion and offer bereavement support. They are able to refer to other agencies such as the GP, Social Services and Friends of the Practice. When no one is available please leave a message on their answer machine and you will be contacted as soon as possible. If urgent, please speak to reception who will bleep the District nurses if necessary.

## Health Visitors

**01747 856709**

The Health Visiting Team is also based at the Centre. Health Visitors are specialist nurses who work within the primary health care team. They monitor child development, promote family and public health, offer advice on immunisation and run a weekly child health clinic. When no one is available 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 Practice number.

## Health Care Assistant

Appointments with the HCA for blood tests, blood pressure checks and new patient registration checks can be made by telephoning 01747 856700. (Appointments for blood pressure home monitoring and the 24 hour blood pressure machine are arranged by the HCA.)

## Access and Parking

The surgery has been designed to provide easy access for people in wheelchairs. If any help is required please do not hesitate to ask a member of staff. Toilets for disabled patients are available in the nursing area. There is adequate public car parking adjacent to the medical centre. Reserved disabled spaces are available at the main entrance.

## Complaints

We strive as a team to provide the best care for all our patients. However, with the best will in the world, there may be occasions when problems occur. Our Complaints Officer, should you have cause to complain, will see you within one working day. All complaints will be

## **PRACTICE STAFF**

### **Practice Manager**

Our Practice Manager is responsible for the day to day running of the Practice and liaises with all the Partners, members of staff and patients. If you experience problems with the running of the Practice please ask to see the manager.

### **Office Staff**

The Practice has a reception team dealing with appointments, repeat prescriptions and visits. All staff receive training and are skilled in their work which is organised to ensure smooth and efficient attention to your requirements, in accordance with Practice policy. The Secretary will help with referrals, queries, hospital transport, test results and messages for your Doctor

### **Registrar**

We are a Training Practice and you may be given an appointment with our Registrar. He/She 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 which is then used in a strictly confidential manner, within the Practice, to help patients get the best from these consultations.

### **Midwives**

**01747 856713**

The Community Midwives are a small team able to give advice on all options of care throughout your pregnancy, labour and offer care at home for 28 days following the birth. They also provide a 24 hr emergency service. Their philosophy of care is that the relationship between mother and midwife is fundamental to good midwifery care

### **Practice Nurses**

**01747 856708**

Appointments with a Practice Nurse for dressings, ear syringing injections, removal of sutures, a travel health service and immunisations can be made by telephoning the Nurse Secretary. The nurses also run clinics for Asthma, COPD (respiratory problems) Diabetes, SUCCEED (relating to the heart) and routine cervical smears. We are a training practice for practice nurses and a community placement for student nurses.

### **Home Visits**

**01747 856700**

Home Visits are time consuming for Doctors and every effort should be made to attend the surgery. If you are unable to attend the centre due to your illness then the doctor may do a home visit should he or she feels it is warranted. If you want a home visit please call before 10.00 a.m. so that Doctors can prioritise visits.

### **Out of Hours**

**0845 6001013**

Outside normal surgery hours the emergency cover is provided by Dorset Emergency Care Service 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 Abbey View and listen to the recorded message or you may ring the number above to get direct to the co-operative.

## **How to Register at Abbey View Medical Centre**

### **New Babies**

Once the baby's birth has been registered please bring the form to the surgery to register the baby with the doctor as soon as possible.

### **New Patients**

Please call at the surgery to complete all the relevant forms. If you have your medical card it will simplify the process of registration. You will be invited to attend a new patient medical and when you attend please **bring a sample of urine**.

### **Temporary Residents**

If you have friends or relatives staying with you and they become unwell during their stay, the Doctors are able to offer treatment. If however, they are from a country with which we have no reciprocal health agreement there is a private fee for consultations and medication, available on request.

## Change of Address

When you change your address, name or telephone number please let the Practice know as soon as possible, including names of all patients registered at Abbey View who are moving with you.

## Fontmell Magna

**01747 812058**

There is a branch surgery at Fontmell Magna which is open on weekday mornings. Appointments can be made by telephoning Fontmell direct or through Abbey View Medical Centre.

## 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 issue.
- We do not take orders on the telephone to avoid errors in prescribing.
- Please leave yourself at least 5 days of tablets prior to putting in your order.
- You do not 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** 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.

## Blood Pressure Machine

If your prescription is stamped for a blood pressure check please use the machine situated in the reception area.

## Test Results

**01747 856705**

To find out if your results are back or for general enquiries, please telephone the Secretary between 9 am and 12 noon – Monday to Friday. Most tests are back within the week. Please note that the secretary is unable to interpret results.

## Private Medicals

Medical examinations for special purposes, i.e. HGV, Elderly Drivers, Taxi, pre-employment, fitness to undertake sports, insurance, fitness to travel, etc are undertaken by appointment. Please enquire 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. Leave the form with the secretary allowing at least two working days. There will be a fee payable for these services. Enquire at reception regarding cost.

## CLINICS

Specialised clinics are held within the Medical Centre and have a booked appointments system.

Antenatal Clinics

Asthma & COPD Clinics

Blood Pressure Clinic

Diabetic Clinic

Family planning

Lower Limb Assessment Clinic

Minor Surgery

75+ Clinic

Smoke Stop/Smoke Stop Group

Travel Clinic

Succeed Clinic (Heart)

Well Woman Clinic

Baby Clinic

Midwife

Practice Nurse on 856708

Health Care Assistant

Practice Nurse on 856708

Nurse Practitioner/Your GP

Practice Nurse

Your GP

Practice Nurse on 856708

Smokestop Tutor

Practice Nurse

Practice Nurse on 856708

Practice Nurse/Nurse Practitioner

10am-12pm on Thursdays

(no appointment necessary)

## Other Services Available

Chiropody

for patients over 70 with a medical need

Counselling

by referral from your GP

Rheumatology

by referral from your GP

Dietician

by referral from your GP

Registrar of Births,

Tues and Thurs 2pm-4pm

Deaths and Marriages

(Tel 01305 225153 or

01202 225153) Mon-Fri 9am-5pm