

Southbourne Surgery

Southbourne Surgery
17 Beaufort Road
Southbourne
Bournemouth, BH6 5BF

OPENING TIMES

Monday—Friday: 08:00am—18:30pm

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours

NHS111

APPOINTMENTS & PRESCRIPTIONS

An appointment can be arranged for you to speak to a GP or Practice Nurse on the telephone. Please ask the receptionist to book this for you.

Please ask reception for details to register for Online Access to book/cancel your appointments, or order repeat medication

HOW TO ORDER YOUR PRESCRIPTION

⇒ Send a written request to the surgery

⇒ Via your usual Pharmacy

⇒ Email the surgery at:

southbourne@dorsetgp.nhs.uk

TEST RESULTS

Please telephone the surgery for the results of any test that you have had. It would be helpful if you could telephone after 3:00pm.

Please allow the following timescale for results:

⇒ One Week for blood tests

⇒ Two Weeks for X-rays

⇒ Six weeks for cervical smears

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PRACTICE STAFF

Our friendly and experienced Practice Nurses are available by appointment. General duties include taking blood tests (if you are unable to go to the hospital), treating minor injuries, dressings and ECGs. They can advise on all health issues and also run clinics for cervical smears, blood pressure, asthma, diabetes, coronary heart disease, infant and adult immunisation and travel vaccination advice.

RECEPTION TEAM

We have a team of receptionists who are your first point of contact:

When telephoning for medical attention the receptionist may ask you for a few details. All reception staff are fully trained and ask for these details in order that we can help you in the most appropriate way. Our receptionists are very busy at certain times of the day and we ask that you be patient. The Receptionists ease the flow of patients for the Doctors and Nurses and keep the practice running smoothly. They are here to help you.

Sometimes they may need to ask for further details. They are not being nosey and are bound by the same rules of confidentiality as the Doctors and Nurses. All medical information, which is held on your behalf, is governed by the Data Protection Act and staff are vigilant in ensuring that only essential information is made known to other practice staff.

Reception is the engine house of the surgery, with the Receptionists doing a wide range of administrative jobs, answering telephone calls and greeting patients at the counter. At times there may be slight delays so please be patient until they can attend to you.

Our Staff are always pleased to help

Southbourne Surgery

www.southbournesurgery.co.uk

Practice Information for Patients

DOCTORS

General Practitioners

Dr Peter Perkins (m)

Dr Jon Courts (m)

Dr Catherine Hill (f)

Dr Alexandra Obee Kendall (f)

Salaried GPs

Dr Eleanor Barnet-Lamb (f)

Dr Emma Sands (f)

Dr Alastair Penty (m)

Practice Management Team

Mr Tim Wheeler: Practice Manager

Mrs Carrie Hardie: Deputy Manager & Operations Manager

Mrs Kirsty Kingsley: Nurse Team Lead

Mrs Vicky McAdam: Reception Supervisor

Nursing Team

Kirsty Kingsley: RGN Practice Nurse

Cassie Scholz: RGN Practice Nurse

Maisie Lane: RGN Practice Nurse

Rubina Merchant-Clarke Health Care Assistant

The Practice is an equal opportunities employer

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APPOINTMENTS

Appointments can normally be booked up to 4 weeks in advance for Doctors and 5 weeks for practice Nurses. If you know you will need a follow-up appointment please book it in advance to ensure “book on the day” appointments are always available for more urgent matters..

Please Help Us to Help You

- ◇ If you cannot keep your appointment – please let us know so that we can offer it to another patient. We do keep a record of all appointments that are missed. If this becomes unacceptable we will contact the individual patient to discuss our concerns.
- ◇ If you change your name please let us know so that we can update your records.
- ◇ If you move please let us know your new address. If it is outside our Practice area we will need to transfer your records to your new Doctor.
- ◇ If you change your telephone number, please let us know so that we can update your records.

HOW TO REGISTER AS A PATIENT

Please bring in your medical card to the Surgery where a receptionist will help you complete it or, if you have lost your card, they will provide you with a form to fill in. You will also be asked to complete a personal health questionnaire and to make an appointment with a Practice Nurse for a basic health check. Please download the forms above, complete and bring to the Surgery. Registrations can take up to 2 weeks to be processed, please bare this in mind if you have repeat medications, to ensure you have enough to last before you are on our system .

Visitors/holiday makers may register with the practice on a temporary basis.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before **10.00am** if at all possible.

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OUT OF HOURS

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 a treatment centre or a visit is necessary. If you require urgent medical assistance which cannot wait until the surgery re-opens, please call 1-1-1. Calls to the NHS 111 service are free from both landlines and mobiles (although pay-as-you-go mobiles must have at least 1p credit). 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, test results etc.

The Boscombe and Springbourne Health Centre at Palmerston Road is also available weekends from 8:00am to 8:00pm. Please call them on: 01202 720 174 if you need an appointment.

NUMBERS TO USE IN AN EMERGENCY

- ⇒ **111 – for medical advice**
- ⇒ **999 – for emergencies**

USEFUL TLEPHONE NUMBERS

Royal Bournemouth Hospital	01202 303626
Poole Hospital NHS Trust	01202 665511
St Ann’s Hospital	01202 708881
Christchurch Hospital	01202 486261
Nuffield Private Hospital	01202 232 917
Carers Direct	0808 802 0202
Dorset Drugs Advisory Service	01929 422 777
Alcohol Anonymous	0845 769 7555
Gingerbread (single Parent Families)	0808 802 0925
Marriage Guidance/Relate	01202 311 231
Samaritans	01202 551 999
Cruse/Bournemouth	01202 302 000
British Pregnancy Advisory Service	0845 730 4030

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SICKNESS CERTIFICATES

For periods of sickness of less than a week a self-certificate (SC1) can be signed by the patient themselves, these are available from your place of work and a medical certificate is not normally required. If your employer insists on the production of a private medical certificate for less than a week a fee will be charged.

NON NHS SERVICES

The NHS does not pay for all medical examinations. A list of recommended BMA fees for non-NHS work is displayed in reception.

Examinations for life insurance companies will also need a special appointment but the fee is usually payable by the company concerned.

CONFIDENTIALITY

Please find a leaflet entitled ‘YOUR RECORDS ARE SAFE WITH US’ on the reception desk which will explain how your records are handled throughout the NHS.

COMPLAINTS AND CONCERNS

We are always interested to hear any complaints or comments you may have so that we can act on them and improve the service we give. A leaflet outlining our complaints procedure in detail is available from staff.

We also welcome suggestions and complimentary comments! Please address these to the Practice Manager.

PATIENTS RIGHTS AND RESPONSIBILITIES

Please find our patients charter in reception. The charter is a statement of what the patient can expect from the practice and in return what the practice can expect from the patient.

WHAT TO DO IN TIME OF BEREAVEMENT

If death occurs at home:

- * Telephone Doctor, he will visit to confirm death has taken place.
- * Contact Funeral Director.
- * Collect the Death Certificate from the Surgery

When death occurs in Hospital:

- * Contact Funeral Directors to inform them that their services will be required.
- * Collect Doctor’s Death Certificate from the Hospital.
- * Take this to the Registrar’s office for the area in which death took place.