

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.

COMMENTS AND COMPLAINTS

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

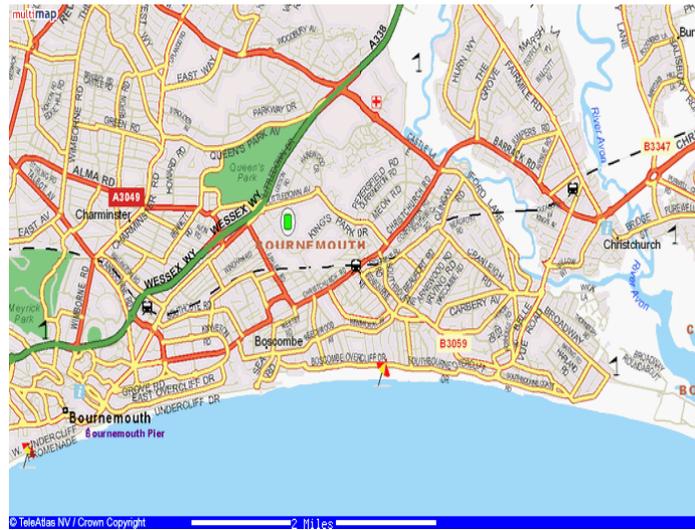
If death occurs at home:

- * 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.

OUR PRACTICE AREA



This practice aims to follow national and local best practice guidelines, including the NICE best practice guidelines and the National Service Frameworks.

Some information will be held including personal, confidential information about individuals that is protected by the Data Protection Act 1998. The surgery abides by the confidentiality code of practice: protecting patient and personal information. Therefore no personal information would be disclosed to anyone outside the surgery without the patients knowledge.

Useful Telephone 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 |

INFORMATION FOR PATIENTS



DR ROGERS
DR TORQUATI
DR MURRAY
DR SMEATON

The Littledown Surgery
Harewood Crescent,
Littledown
Bournemouth BH7 7BU

Telephone: 01202 309500
Fax: 01202 309565

WELCOME TO THE LITLEDOWN SURGERY

www.littledownsurgery.co.uk

At the Littledown Surgery our main aim is to provide a high standard of service for our patients. We have designed this leaflet to help you to get the most out of our Surgery by informing you of the services we can offer. We request that you read this leaflet and keep it safely. Please speak to Reception regarding the process for you to register with us.

Littledown Surgery is operated as a partnership.

Dr Bernie Rogers MRCS., (London 1988), LRCP, DRCOG., DFFP

Dr Fabio Torquati MB BS., (London 1988) DFFP

Dr Matt Murray BM 2003 (Southampton)

Dr Kate Smeaton MBBCh (Wales 2004) DCH DRCOG DFFP
nMRCGP

SURGERY STAFF

Our Practice Manager, Emma Prince, manages the staff and deals with day to day problems and queries as they arise. If you have any issues, or just want to make a suggestion, please ask to speak to Emma who will be pleased to help. Suggestions in writing about ways to improve our service are also welcome.

The Reception Team

We have 5 reception staff and a medical secretary whose aim is to help you. They work under the doctors' instructions to make it as easy as possible for everyone to get medical attention. They have a difficult job, so please help them to help you.

Practice Nurses

We have three practice nurses, Roz Gilbert (RGN), Clare Hendy, Maybelle Gazard, who are specially trained nursing sisters. They are available for blood tests, dressings, minor injuries, ear syringing and immunisations. They can also advise on family planning, diet, control of smoking, alcohol, stress management and general health related matters, including asthma, diabetes and heart disease.

First aid/minor ailment advice can be accessed via the web at www.nhs.uk

Health Visitor

Our Health Visitor, Serena Coley, is a trained nurse and midwife. She can offer confidential advice and support at the Practice, at the local Children's centre in Stourvale Road Southbourne, or in your own home.

She also sees expectant mothers, pre-school and school aged children and those children with special needs.

She can be contacted on 0120 302415.

Community Nurses

Our community nurses are trained nursing sisters who have received extended training in community care. Their roles include assessing patients' needs in their home and care of patients after hospital discharge, giving professional nursing care and advice and health education in the community.

Midwives

We offer our ladies all their ante natal appointments with the midwife at the surgery.

OPENING TIMES AND APPOINTMENTS

The surgery is open Monday to Friday 8.30am to 6.30pm please telephone or come into the surgery to make a nurses or doctors appointment. within these times, (the surgery is closed between 1:00pm and 2:00pm each day). The surgery is closed on all bank and public holidays.

| Day | Morning | Afternoon |
|-----------|---------------------------------------|---------------------------------------|
| Monday | Dr Murray Dr Rogers Dr Torquati | Dr Murray Dr Rogers Dr Torquati |
| Tuesday | Dr Torquati Dr Rogers | Dr Rogers Dr Torquati |
| Wednesday | Dr Murray Dr Rogers | Dr Murray |
| Thursday | Dr Torquati | Dr Torquati |
| Friday | Dr Torquati | |

NB: The surgery will also be open on a Monday evening from 6:30pm-8:30pm.

Consultations are by appointment only, although a limited number of appointments are made available for emergencies each morning. Appointments are for one patient and one problem only. It is the practice policy for you to be seen by any doctor. However you can request a particular doctor, on the understanding that you may have to wait longer for your appointment.

Emergency / Urgent Appointments

If you need to be seen the same day please telephone us as soon as possible after 8:30am. If your problem requires urgent assistance please make this clear to the Receptionist.

Home Visits

For a medical emergency where the patient is unable to attend the surgery please phone as early in the morning as possible (from 8.30am).

Telephone Advice

If you need to speak to a doctor, please telephone the surgery and a GP will contact you sometime that day. In some circumstances it may be appropriate for you to speak to one of the Practice Nurses for advice.

When the Surgery is Closed

If you are unwell in the evening, overnight or at the weekend please ring NHS 111 (dial 111). This service offers advice and if required will put your call through to the Urgent Care Service. It is not for routine enquiries, such as booking an appointment with your GP, repeat prescriptions, test results.

If you are put through to the Urgent Care Service a trained member of staff will answer the phone and take some details from you. They may pass your details over to a doctor or nurse who will ring you back to ask you more about the problem and, with you, will decide the best option for you.

ADDITIONAL SERVICES

Within our surgery we include some other services that may be required and requested. They are listed below.

Minor operations

Travel Clinic:

The Practice Nurses offer a full range of immunisation and advice on travel abroad. Please take a questionnaire and make an appointment with the Nurse to discuss which injections are required. Please allow plenty of time before your departure date.

A charge will be required for some vaccinations.

REPEAT PRESCRIPTIONS

Repeat prescriptions will be ready within 48 hours, but we ask that patients plan ahead to give us enough time to process the requests. Each prescription issued has a form attached on the right hand side for you to keep to order your repeat prescription next time. This may be posted to us enclosing a stamped addressed envelope or you can visit the surgery with your repeat side and return to collect it after 2 pm the next day. You can also email prescription requests to littledown.rec@dorset.nhs.uk

In order to avoid any mistakes being made we do not take repeat prescriptions over the telephone.

Many chemists offer a service where they collect your prescription from the surgery so it may be worth asking at your usual pharmacy.

TEST RESULTS

We would be grateful if you could ring the surgery for test results after 2:00pm. when the phone line is generally less busy. Test results will only be given to the person to whom the test belongs unless the patient gives written authority for its release.

FORMS REQUIRING SIGNATURE

The number of forms Doctors are being asked to complete are growing in number. In some cases someone other than the doctor can sign the form for you. Please allow up to a week for forms to be completed. A fee will be charged; charges are displayed at reception.

Passport Applications

The Doctor is only allowed to sign a passport application if they have known you personally for at least two years. A fee will be charged.

CARERS

If you wish to know anything about becoming a carer or registering as a carer, please see our carers corner and ask for details at reception.

Our Carers Lead is Angie Ford.

For additional information carers may find the following website useful:

www.nhs.uk/carersdirect

There is further information at the practice website.

DISABLED ACCESS

The main entrance to the surgery provided disabled access.