

Private Medicals

Some of the Doctors carry out Private Medical Examinations for special purposes such as HGV, taxi, insurance, fitness to travel, etc. by appointment. Please enquire at Reception for further information.

Sickness Certificates

NHS Certificates are only required after the first week of an illness. You can self certificate for the first week. Self certificates can be obtained from your employer.

Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. We have in place an in-house complaints procedure, drawn up to respond to any patient grievances. If you have a complaint about any aspect of the surgery please speak with or write to Dr. Geoff Lewis (Senior Partner & Complaints Lead). A full copy of our complaints procedure can be found on our website or by contacting reception.

Mission Statement

The Partners and staff wish to retain the traditional virtues of a family doctor based health service. We wish to continue providing a personal family doctor service, we will continue to do home visits where appropriate and are happy to discuss any aspect of your condition and treatment by appointment. We intend to continue to keep abreast of developments in the treatment and management of health problems and will refer you for Consultant opinion and treatment whenever is appropriate. Although there are, at present, a rapid series of changes in General Practice, which are increasing the pressure on us, we will all remain committed to the pursuit of excellence. To this end we are always pleased to receive suggestions for improving our services.

Patients Charter

The team is committed to working for all patients, irrespective of race, gender, age, religion, disability or medical condition by providing good quality reactive health care. We are also committed to providing pro-active health care through health education and health promotion activities carried out in line with the Dorset and Somerset Health Strategy.

This means

A courteous welcome at our front desk by a Receptionist who will help you make the best use of our services. A consultation with any member of the team. You will receive appropriate care, given by suitably qualified professionals. No care of treatment will be given without your informed consent. Please ask us questions if you are unsure of anything. You are guaranteed confidentially at all times. If you wish to speak to any member of the team privately, please ask.

Advice and information on steps you can take to promote good health and avoid illness, without reference to a Doctor in the case of minor ailments.

You are guaranteed:

A simple health check, if you are a new patient.

A yearly health check, if you are 75 or over.

A home visit if you are too ill or infirm to be brought to the surgery.

Not to be kept waiting after an appointment time for more than 30 minutes without an explanation. That the results of any tests or x-rays ordered by the Practice will be available to you at the earliest opportunity or you will be told how to obtain the results.

That repeat prescriptions will normally be available within 2 working days of their request at Reception or at the local Pharmacy of your choice. The right to make suggestions or complaints about the care we offer. Please let the Receptionist or the Doctor know of any way we can help you or leave a note in the suggestions box.

We will endeavour to ensure:

That the telephone is answered promptly. That, if appropriate, you will be seen within 2 working days for a routine appointment or the same day for an urgent appointment, provided you do not specify a particular member of the team.

In addition, you are entitled:

To know the names of those involved in your care and how to contact them.

To have access to your written and computerised health records (within the limitations of the law) for which a charge may be made.

If you are totally dissatisfied with us or the services we provide, you can leave our list and register with another Practice.

In return, we ask you:

To keep your phone call brief.

To arrive on time for your appointment.

To tell us if you cannot keep your appointment or if your appointment is no longer necessary.

Not to ask for a home visit unless you cannot get to the surgery.

To let us know when you change your name or contact details.

To treat all of our staff with courtesy and respect.

To follow the medical advice we give you and to take any medication that is prescribed for you.

Finally

We reserve the right to remove from our list patients who are violent or seriously abusive towards any of our staff

OUT OF HOURS URGENT SERVICE: 111

LIFE THREATENING EMERGENCIES: 999



The Barn Surgery

Newbury

Gillingham

Dorset

SP8 4XS

Tel: 01747 824201

Fax: 01747 825098

Peacemarsh Surgery

Marlott Road

Gillingham

Dorset

SP8 4FA

Tel: 01747 834330

Fax: 01747 834331

Web: www.gillinghamsurgery.co.uk

Opening Hours: Monday – Friday (8:30 - 18:30) with extended opening hours on Monday, Wednesday and Thursday.

Gillingham Medical Practice cares for over 11,800 patients, covering a 6 miles radius, from two similar sized purpose built buildings situated at either end of the town. We are a Multidisciplinary Team working closely together to provide a full range of comprehensive health promotion and disease management service.

The Barn Surgery	Peacemarsh Surgery
Dr Claire Chambers (Partner)	Dr Geoff Lewis (Partner)
Dr William Fenton (Partner)	Dr Clare Boulind (Partner)
Dr Kathryn Mounde (Partner)	Dr Susan Taylor
Dr Chris Pearce (Partner)	Dr Molly Anderson
Practice Nurses	Health Care Assistants
Nurse Syra Forshaw	HCA Evie Willis
Nurse Gill Jarrett- Kerr	HCA Justine Cook
Nurse Susan Mackinnon	HCA Ester Campbell-Hunter
Nurse Michelle Smith	HCA Kodie Collier
Nurse Sarah Jane Sedwill	HCA Emma Swannack
Nurse Felicity Viette	Phlebotomist Sue Bowen
Nurse Samantha Shields	
	Health Visitors Team

Nurse Practitioners	Midwife Team
Sarah Stephen	District Nurses Team
Jennifer Holding	Practice Manager
Nicola Nutt	Emma Rolls

All patients of Gillingham Medical Practice have a named GP who is responsible for their overall care. Patients are able to contact the practice if they wish to know who this is, and if they have a preference to which GP that is, the practice where possible will make reasonable efforts to accommodate this request.

Practice Area

The Practice operates from two surgeries in Gillingham. The Practice area includes Gillingham and the surrounding area excluding Shaftesbury and Somerset villages/towns.

Patients living outside this area or moving outside this area unfortunately cannot be accepted on our list or remain on our list unless having spoken to the Practice Manager.



How to Register as a Patient

If you wish to join the Practice, please bring your Medical Card, completed and signed to the surgery. If you do not have a Medical Card, do not worry, you will need to complete a Registration Form instead. You will also be asked to complete a New Patient Health Questionnaire. You can apply to register in person by attending either surgery between 8:30 and 18:30. You will be registered with a Doctor within the Practice and are free to see whichever Doctor you prefer to book with subject to availability of appointments. We will not refuse to accept you on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Temporary Residents

If you have friends or relatives staying with you and they become unwell during their stay, the Practice are able to provide treatment. If they are from a country which does not have a reciprocal Health Care Agreement then there may be a private fee for consultations and medications. Please contact Reception for further information.

I have moved – who do I tell?

If you change your name, telephone number or address (even for

a short time), let us know immediately. You can do this by calling in and filling in a form or via the website.

How do I see a Doctor or Nurse?

You will need to make an appointment by telephone, by calling in to Reception or by booking online. You can either make an appointment on the day or book an appointment in advance. Please remember to make a separate appointment for each person to be seen. We will try and give you an appointment with the Doctor of your choice but this is not always possible. On average 20 appointments are wasted each week because patients do not turn up. If you have made an appointment and no longer need it, please help us and other patients by letting us know.

Can I talk to a Doctor on the telephone?

Yes, we offer a telephone consultation and advice service. For problems or advice, please book a telephone consultation with Reception and the Doctor will contact you within a specified time.

Will the Doctor see me at home?

In the time it takes for the Doctor to see one patient at home, four patients can be seen in the surgery, therefore, it is important to try to come in whenever possible. We can give you a much better service at the surgery, as in your home it is often difficult to carry out tests without the necessary equipment. However, if you are too ill to attend the surgery then the Doctor will visit you at home. Please try to ring before 10:00am to arrange a visit and let us know if your condition is urgent.

NHS Direct

This is an alternative service which offers telephone advice from a qualified Nurse. The telephone number is **111**. It is available 24 hours per day, every day of the year. This is also the number to phone when the Practice is closed.

How do I get my repeat prescription?

There are several ways to order your prescription; you can place your request in the box provided in our waiting area (you can use your prescription counterfoil by marking the items required), put it through our letter box after surgery hours, you can fax your request to us and you can order it online. Always give us the following information:

Your name and address.

Your date of birth.

A contact telephone number.

The medication required and any message.

Where you would like to collect your medication from.

All prescriptions take up to 2 working days before they are ready for collection. If your prescription will run out over the weekend or bank holiday, please allow extra time for this.

This Practice offers Electronic Prescribing (EPS) please contact reception or see the website for further information.

How do I find out about test results?

If you have had any investigations performed such as blood or urine tests or x-rays, it is your responsibility to contact the surgery for the results. You can call in person or telephone Reception between 2:00pm and 6:00pm. To maintain confidentiality, results are ONLY given to the patient concerned. You may be asked to provide some means of identification. The Receptionists are not qualified to interpret results and will only tell you what has been authorised by the Doctor. If you wish to discuss your result, you will need to see or speak to the Doctor or Nurse who ordered the test. Please allow 7 days for blood results to come through and up to 3 weeks for x-rays.

Disabled Access

Both Practice premises have suitable access for disabled patients.

Register Online

You can book appointments, request medication and much more via our website. Please ask Reception for log-in details.

Services Provided

The Doctors, Nurses and staff together with the District Nurses, Health Visitors and Midwives assist the Practice in providing a complete range of medical services including:

Antenatal & Post Natal Clinics • New Patient Checks • Asthma & COPD Clinics • Phlebotomy & ECGs • Over 75's Health Check • General Contraceptive Clinics • IUD/Implant Clinics • Cardiac Clinics • Mental Health Triage & Counselling • Chiroprody • Travel Clinics • Minor Surgery • Dressing Clinics • Smears • Well Woman/Man Checks • Blood Pressure Checks • Flu Clinics • Diabetic Clinics • Cryosurgery Clinics • Baby/Children Clinics • Family Planning

District Nurses

The District Nurses provide quality nursing care to housebound patients in their home. They give advice and support to patients and carers to help them remain independence. They can be contacted directly on (01747) 823838.

Health Visitors

Our Health Visitors are concerned with preventing ill health and give advice on healthy lifestyles to all age groups. Their primary role is with families with young children and those with special needs. They advise on health issues and monitor the development of young children. They can usually be contacted at the surgery between 9am and 10am; alternatively an answerphone will take your message. Their direct number is (01747) 822774.

Midwives

The midwives are available to provide health care, advice and support regarding pregnancy, birth and care of the mother and baby within the family home. The midwives can be contacted through Reception at your surgery.

Mental Health

A Psychiatric Nurse provides a comprehensive psychiatric nursing

service in the community to patients and their families. They help those experiencing emotional and anxiety problems. The Psychiatric Nurse works closely with the Practice's Counsellor. The Practice offers a limited Counselling Service to registered patients.

If you feel you need this, please discuss it with your Doctor who will arrange an appointment for assessment with the Psychiatric Nurse.

Chiropody

We offer a NHS Chiropody Service for our registered patients. You will need to be referred by your Doctor for this service.

For further services that support patients please see our 'How to get your practice to support you' leaflet. This can be found on the website or can be collected from reception.