



Wootton Grove
Sherborne
Dorset
DT9 4DL



*Grove Medical Centre
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Sherborne
Dorset
DT9 4DL*

*Reception 01935 810900/813438
Dispensary 01935 810909/814486
www.thegrovemedcentre.co.uk
reception.thegrovemedcentre@nhs.net*

PARTNERS

Dr Aimee Barnes
BMBS MRCGP
Dr Nicholas Berry
BMBS MRCGP Dip Sports Med
Dr Robert Childs
BM DRCGP DRCOG
Dr Sally Dangerfield
MB DRCOG MRCGP DFFP DFSRH
Mrs Alexandra Kimber
BSc PGDip
Dr Ruth Lawes
MB ChB DRCOG MRCGP
Dr Elizabeth Long
BM BS DFFP DRCOG MRCGP
Dr Charles Middle
BM BS MRCGP Dip Sports Med
Dr Matthew Phelan
MBBS MRCGP Dip Palliative Med
Dr Katie Thomas
BM BS DFFP DRCOG MRCGP

CLINICAL STAFF

Advanced nurse practitioner

Leah Hughes
BSc RMN NDFSHRH

Practice Nurses

Danielle Moncreiff- Lead nurse
Julie Brown
Lisa Considine
Steph Ellis
Rita Sibson

Health Visitors

Wendy Noton

Healthcare assistants

Sara Holder
Victoria Morris
Julie Nutland
Claire Pounce
Klaire Whittle

REGISTERING AT THE SURGERY

In order to register at the practice, please go to reception and collect a new patient pack. Alternatively, you can pre-register on our website. You will be requested to bring a proof of address with you when you return the forms or on your first visit to the surgery.

If you have repeat medication we ask if possible that you provide us with your medication list when you register to ensure you do not run out.

TEMPORARY RESIDENTS

We are able to offer appointments for temporary residents, subject to appointment availability, for illnesses that require immediately necessary treatment.

If you are away on holiday within England and need a repeat prescription issuing, your registered GP should be able to send a prescription electronically to a pharmacy local to where you are staying.

DOCTORS

All patients are allocated a usual GP to manage their prescriptions and chronic illnesses, as well as read and action hospital letters. Our patient services team can tell you who your named GP is if you are unaware. Where possible please try to book with them for annual medication reviews and any long-term chronic problems you may have. GP appointments are 10 minutes so please book a double appointment if you have more than one issue to discuss.

ADVANCED NURSE PRACTITIONERS

If you have had a minor problem for less than 2 weeks, or want to talk about contraception, please book an appointment with our Nurse Practitioner. Nurse Practitioners are advanced nurses who have completed a further degree in advanced nursing and can assess, diagnose and prescribe medication if needed. They are also able to order blood tests, scans and X-rays and can make referrals if required. Nurse Practitioner appointments are 15 minutes.

PRACTICE NURSES AND HEALTHCARE ASSISTANTS

Our team are highly skilled in the treatment and management of Diabetes, Asthma, COPD, Wound Care, Ear Syringing, Travel Health, Children's Immunisations, Contraceptive Checks, Prostate and B12 Injections, Cervical Smears, Dementia Reviews, Fragility Checks, Anticoagulation Monitoring, ECGs, Blood Tests, NHS Health Checks, Blood Pressure Checks, Smoking Cessation and Catheter Changes.

BOOKING APPOINTMENTS AND REQUESTING REPEAT PRESCRIPTIONS ONLINE

Please use the practice website, where possible, to book Doctor or Nurse Practitioner appointments, or to order your repeat medications. This will save you time and reduces the chance of a mistake being made. Our patient services team can arrange log in details for you or reset your password if you have forgotten it.

OPENING HOURS

RECEPTION

Monday	08:00-18:30 (18:30 by appointment)
Tuesday	08:00-18:30 (19:00 by appointment)
Wednesday	07:30-18:30 (19:00 by appointment)
Thursday	08:00-18:30 (19:00 by appointment)
Friday	08:00-18:30 (18:30 by appointment)
Weekend	Closed

The telephone line closes at 18:30 each day.

DISPENSARY

Monday	0800-18:30
Tuesday	0800-18:30
Wednesday	0800-18:30
Thursday	0800-18:30
Friday	0800-18:30
Weekend	Closed

The telephone line for ordering repeat medications is open from 08:30-12:00 Monday to Friday

Please be mindful that it takes 2 working days to process medication requests.

APPOINTMENTS AND SERVICES

ROUTINE APPOINTMENTS

- You can book routine appointments with a GP up to 12 weeks in advance. This can be done in person at the reception desk, by telephone or online.
- You can book nursing appointments up to 12 weeks in advance. These cannot be booked online as appointment lengths vary depending on what you are booking in for. Please let the patient services team know what you need, and they will be happy to book these for you.

TRIAGE/URGENT

For patients who are asking to be seen on the same day, we have what is known as telephone triage. This is where during your first call, you are asked by the Patient Services Adviser for some details of your problem to enable them to direct you to the most appropriate GP or Advanced Nurse Practitioner. This information will then be passed to the duty team and your call returned as soon as possible. If the GP or Nurse practitioner is able to deal with your needs over the phone then they will, or if they feel they need to see you then you will be invited in to see the most appropriate member of the team.

HOME VISITS

- We can provide home visits daily for patients who are housebound and unable to come to the surgery.
- We request that where possible you contact the surgery before 11am if you require a home visit as we try to carry them out after morning surgery.

CANCELLING AN APPOINTMENT

- Please give as much notice as possible if you need to cancel an appointment so that we are able to offer it to somebody else.
- We monitor missed appointments and patients that continually abuse the system may be asked to register at another surgery.

MAY WE REQUEST FROM YOU

- Please attend your appointment on time but be prepared to wait if your appointment is delayed due to an emergency.
- Please cancel your appointment if you are unable to attend.
- Please inform us of any changes to your contact details.
- Please treat our staff with respect.

WE HAVE A ZERO TOLERANCE POLICY FOR AGGRESSIVE OR ABUSIVE BEHAVIOUR

PRIVATE WORK

Our NHS work takes absolute priority, but we do undertake a selection of private services. These include:

Non-NHS travel vaccinations and medication

Medical assessments

Medical reports

Insurance Forms

The charges for these services can be requested at reception.

TEST RESULTS

BLOOD, URINE & STOOL SAMPLES

You will not be contacted routinely by phone if your results are normal, or if you have a follow up appointment booked. You can view your results online via SystemOnline – please ask us for access if you currently don't have it.

If you wish to confirm results with patient services staff, we ask could you please call the surgery in the afternoon as the mornings tend to be very busy. Please allow 5 working days for results unless your GP has advised otherwise.

Our surgery staff will contact you directly if there is an abnormal result that needs addressing.

OUT OF HOURS SERVICE

If you require medical attention or advice when the surgery is closed please contact the NHS 111 Service.

NHS 111 SERVICE

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

**NHS 111 is available 24 hours a day, 365 days a year
Calls are free from landlines and mobile phones**

MINOR INJURIES UNIT

Located at the Yeatman Hospital (01935 813991), you can visit the MIU for:

Injuries to upper and lower limbs

Broken bones, sprains, bruises and wounds

Bite – human, animal and insect

Burns and scalds

Abscesses and wound infections

Minor head injuries

Broken noses and nosebleeds

Foreign bodies in the eyes, nose and ear

Opening hours are 9:00-18:00 Monday to Friday and 10:00-16:00

Weekends and Bank Holidays.

COMMENTS, COMPLIMENTS & COMPLAINTS

We try our best to provide great care and offer you the best possible services and we welcome any suggestions to improve these.

There is a family and friends test that you can access via our website.

Alternatively ask at patient services for a feedback form.

If you have a complaint about the practice, please ask the patient services team for a complaints form or ask to speak to the Practice Manager. We will investigate and respond to complaints within 7 days.

We will try to address your complaint fully and provide you with a detailed explanation. Should you remain dissatisfied with the response then you can contact either of the following two official bodies:

NHS England

PO Box 16738

Redditch

B97 9PT

england.contactus@nhs.uk

Dorset Advocacy Service

0300 343 7000

www.dorsetadvocacy.co.uk

referrals@dorsetadvocacy.co.uk

CONFIDENTIALITY & MEDICAL RECORDS

The practice complies with data protection and access to medical records legislation. This includes the new GDPR 2018 law. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Patient services and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

FREEDOM OF INFORMATION

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

ACCESS TO RECORDS

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

TRAINING PRACTICE

The Grove is a training practice; therefore, we will sometimes have medical students sitting in with our GPs helping them to learn how to become a GP. You will always be told before your appointment if a student is present.

If you would prefer not to have them there, please tell reception or the person you are seeing. The student can be asked to leave whilst you are being seen.



Our new eConsult service is now live. Patients can self-check their symptoms anytime, anywhere, and receive on the spot medical advice 24/7. It can also be used to request sick notes and GP letters or ask about recent tests. Simply click on the Get Started button on the home page and follow the instructions. eConsults online consultant form will red flag any time critical or serious symptoms so patients can quickly seek out the urgent care and attention they need, without compromising their health waiting for a face-to-face appointment. Our GPs have allocated time to review all eConsult reports and will get back to you within 48 hours if required.