

Upper Gordon Road Surgery PRACTICE LEAFLET



Our mission statement:

“To provide excellent health care services responsive to the needs of the practice population.”

SURGERY OPENING HOURS

MONDAY	08.00—20.00
TUESDAY	08.00—20.00
WEDNESDAY	08:00—20.00
THURSDAY	08:00—20.00
FRIDAY	08:00—20.00
SATURDAY	09:00 - 11:00
	(Booked appointments only)
SUNDAY	CLOSED

Dr Lothe & Partners, 37 Upper Gordon Road, Camberley, Surrey GU15 2HJ
Tel: 01276 459040 Fax: 01276 459041 www.uppergordonroadsurgery.co.uk

INTRODUCTION

Upper Gordon Road Practice was first established by the late Dr F Churchill Davidson in 1920 to provide personal family medical care to the residents of Camberley, at that time a small quiet town. Over the years the Practice has expanded, moving into its present purpose-build premises in 1981 which was recently extended to enable additional community based services to be made available to patients closer to home. We combine a personal commitment to patientcare with a close interest in teaching

The doctors and staff welcome you to The Upper Gordon Road Surgery. We have a team of approximately 50 people serving over 12,200 patients.

This brochure will give you information about the services we provide and some of the procedures we follow, however, if there is anything you are unsure about, please ask a member of staff.

Our commitment to you:

- To provide urgent or emergency appointments on the same day as soon as a doctor is free
- To provide routine appointments for the doctor of choice within three working days—providing that doctor is conducting surgery
- To attend patients at home if they are too ill to attend the practice (Home visits are dealt with by the Duty Doctor if urgent, or the Registered Doctor if on duty that day.)

- To attend to patients usually within 15 minutes of the routine appointment time made or give an explanation of the delay
- To maintain confidentiality of medical records
- To provide healthcare in clean, comfortable surroundings
- To treat all patients with courtesy and efficiency
- To answer the telephones within four rings

The Patient's responsibility to the Practice:

- To be punctual for all appointments times
- To notify the practice as early as possible if the booked appointment cannot be kept
- To make separate appointments if more than one person is to be seen
- To accept that more than one appointment might be necessary for numerous or complicated problems
- To be patient if appointment times are running late; it is not always possible to forecast the precise time each examination requires
- To ask for home visits only if the patient is too ill to attend the surgery
- To contact the doctor out of hours only for a medical emergency that requires immediate attention
- To be courteous at all times to the practice staff

- In order to offer you the best selection of appointments possible, we operate several methods of making an appointment.
- You may contact the surgery for a routine appointment with a GP of your choice, bookable 6-8 weeks in advance.

We are always keen to try and improve our practice and welcome any comments or suggestions you may have.

OUR TEAM

GENERAL PRACTITIONERS

Dr Karen J Lothe

MB ChB MRCP DFFP MSc Sports Med (Sheffield 1981)

Dr John Fraser

MB BS MRCP DOM Dip H & S (London 1986) MSC Occ. Health.

Dr Fenella Pambakian

MB ChB MRCP DRCOG DFFP DPHE (Bristol 1992)

Dr Peter Morgan

BSc(Hons) MBBS MRCS DCH MRCP PG Dip(Sports Med)

Dr Fiona Okeke
MBBS MRCGP DFFP (Nigeria 1997)

Dr Shatha Al-Assadi
MBchB DFFP DRCOG MRCGP (2006)

Dr Emma Whitehouse (2011)

Dr Olukayode Oshiga Dr.Med Univ(2006)
MRCGP(2013)

Dr Chanyoung Kang
BSc(Hons) MBBS(London 2009) MRCGP

PRACTICE NURSES

Emma Martinez RGN Suzie Cracknell RGN Kate Phillis, RGN Trish
Eckett—RGN Lynley Tietjens RGN

Health Care Assistants

Anne Bundy Gloria Wiseman Gill Kyle

PRACTICE MANAGER

Mrs Maggie Parish AMSPAR

RECEPTION TEAM LEADERS

Marian and Denise

Please see our website for the other members of the team who will be able to help you

SURGERY HOURS—The Surgery is open from 8.00am-8.00pm.

You may telephone for an appointment from 8.00am Monday to Friday, or register for online access via our website. Appointments can be booked in advance for Saturday mornings 0900-11.00 with a GP or Nurse.

A further range of appointments are available to be booked in advance (up to 6 –8 weeks), also on the day appointments, as well as telephone appointments with your GP for guidance.

NIGHTS & WEEKENDS

From 20.00 to 08.00 during the week and all weekend, cover is provided by Frimley Primary Care Service (FPCS). This is staffed by local GPs, including doctors.

You can obtain telephone advice, visit the centre at Frimley Park Hospital to see a doctor, or be visited at home by the mobile unit as appropriate. All telephone conversations to FPCS are recorded for medico legal reasons.

To contact an out of hours GP please contact NHS 111

The surgery is closed on Sundays and Bank Holidays

APPOINTMENTS

We keep about a quarter of our appointments for same day booking, however, please be aware that the phones are very busy at 8.00 in the morning and we will offer you an appointment with any GP, not necessarily a GP of your choice for acute medical problems only.

You may register for online booking and reserve your doctor's appointment on the internet. Please note that these appointments are the same ones that are available by phone. Signing and Interpreting services are available on request. Urgent cases will always be given due priority.

IF YOU NO LONGER REQUIRE OR ARE UNABLE TO ATTEND YOUR APPOINTMENT, PLEASE LET US KNOW SO THAT WE CAN USE THE TIME FOR ANOTHER PATIENT.

FACILITIES AT THE SURGERY

The surgery is accessible by wheelchair users via the lift and a disabled toilet is situated in the Pharmacy area. If you require any assistance during your visit to the surgery, please inform the reception staff on arrival.

HOME VISITS

If you are too ill to come to the surgery your doctor will see you at home. Please try to make your request for a home visit before 10.30am. This helps us to plan the day's work.

TELEPHONE CALLS

The doctors have a limited number of telephone appointments. Should you wish to speak to your doctor by telephone, please ask the receptionist who will direct your call to the appropriate person. If it is regarding an urgent problem, your request will be dealt with by the Duty Doctor or the Triage Nurse.

SICKNESS CERTIFICATES

If you are sick you can fill in a self-certification form, which is available from the surgery, DSS or Post Office. If your illness lasts for one week or more you will need a doctor's certificate. This can only be obtained via a face-to-face consultation with your doctor. No certificate will be issued without a patient first seeing their GP.

REPEAT PRESCRIPTIONS

If you require repeat medication from your doctor, please make an appointment to see him/her on the first occasion. Next time you require your medication, please tick the items you require on the repeat sheet and post your request in the box in reception (or fax it to us). You may also order online on our website. Please allow 2 working days (Mon-Fri) for your request to be processed. You may then collect your prescription from reception or make an arrangement with your pharmacy. If you are unable to attend the surgery easily, you may post your request to us, enclosing a SAE, but please allow a little more time for this. Your doctor will review your medication annually and you may be asked to attend the surgery for a clinic appointment or blood test if required. Requests for scripts after noon will be dealt with the following day, and repeat requests cannot be taken over the phone.

THE FOLLOWING ARE NOT USUALLY ISSUED ON REPEATS PRESCRIPTIONS:

- ANTI-DEPRESSANTS
- ORAL CONTRACEPTION

RESULTS

Telephone enquiries for results of x-rays and investigations should be directed to the practice nurses (option 3) on the phone system.

Results can also be accessed from your medical records via Patient Access, and applications can be downloaded from our website or collected from reception

PRIVATE SERVICES

Some services are not covered by the NHS and therefore a fee is payable. Please check the display by reception for the list of charges or check on our practice website

CHANGE OF ADDRESS

Do please let us know if you change your address or telephone number. This is important.

COMPLAINTS PROCEDURE

The practice has an in-house complaints policy as specified by the Department of Health & NHS England.

If you have a complaint information is available on our website and from reception.

The Patient Advisory Liaison Service (PALS) can be contacted via www.pals.nhs.net & is available for independent advice. They can also be contacted on 01276 526530.

VIOLENT OR ABUSIVE BEHAVIOR

The practice has a zero tolerance policy towards violence and abuse of their staff or other service users.

If you are violent or abusive you may be removed from our practice list. We will also consider this action if you are repeatedly rude or aggressive.

How Nurses can help you

Our Practice Nursing Team consists of a Nurse Practitioner, Practice Nurses, Healthcare Assistants and phlebotomists.

You may be booked with our phlebotomy staff if you need a blood test and we try and reserve the earlier appointments for those patients who need to fast beforehand or who need to get to work.

Some of our nurses have specialist training in chronic diseases and if you suffer from asthma or diabetes you will need to see the nurses who are trained in this. Other areas such as general treatment room can be dealt with by any of our nurses.

Our Nurse Specialists run clinics in:

Diabetes Asthma & COPD Travel Vaccinations Childhood Immunisations
Cervical Cytology (smears) Care Planning

Our Treatment Room nurses carry out:

Ear Syringing Simple Injections eg B12 Dressings NHS Health Checks
Dopplers Well Person Checks

With the help of HCA's and Phlebotomists:

Anticoagulation Clinic (INR) Smoking Cessation ECG's Blood Tests
Dementia Screening Over 75 Health Checks Diabetic Reviews

We run a Nurse Triage System each morning. If you have an urgent medical problem that cannot wait until the next available routine appointment, you can speak to the Triage Nurse who will assess your problem over the phone and give advice on minor illnesses or injuries.

If she feels you need to be seen she can book an appointment to be seen later that morning with herself or the Duty Doctor. She can also organise a prescription if necessary and answer medication queries.

CONFIDENTIALITY

Privacy and Confidentiality of your Medical Record

Your GP is responsible for the accuracy and safekeeping of your medical record, whether it is held on paper or computer. You can help keep this record up to date by ensuring that you tell us of any changes to your details.

To protect your privacy and confidentiality, GP's will not normally disclose any of your medical information over the telephone or fax unless we are sure that we are talking to you if you are 16 or over. Information will not be passed to family, friends or colleagues unless the GP knows that he or she has your consent to do so.

If you do need other people to obtain test results or other medical information on your behalf, for example your carer, please let your GP know or write to the practice giving us your permission.

Practice staff have access only to information that they need to perform their role within the practice and have all signed a confidentiality document. They are only allowed to give certain information over the phone and may therefore arrange for you to speak to a doctor if they are unable to help you. This is done to protect your privacy, so please do not blame the member of staff.

Data Confidentiality—(SHCCG Surrey Heath Clinical Commissioning Group)

The Practice will be visited by the SHCCG in the interests of probity and use of public funds. Part of this might require an examination of patient records. These will be anonymised where possible but occasionally this may not be the case. The SHCCG employee in doing so would have signed a strict confidentiality clause before undertaking these visits.

Should you object to your medical records being used in this way, please inform the Practice Manager

NEWS AND UPDATES

Please visit our website regularly for the latest news and updates to our services. You will also find a full list of our clinics there. You can also sign up for our practice newsletter

USEFUL TELEPHONE NUMBERS

NHS 111	telephone 111 free of charge
Maple Midwives	01276 604241
Youth Counsellor	08456 002516
District Nurses 9-5pm	01276 539660
Health Visitors	01483 782802
AA	08457 697555
CAB	01276 684342
Family Planning Clinic	01276 21199
RELATE	01252 324679
SAMARITANS	08457 909090
CARE DIRECT	0800 444 000 (Freephone)
Patient UK	www.patient.co.uk
Primary Care Support Service	020 8335 1400
Interpreter Service	08453 109 900
	OR 03456 009 009
PALS	01276 526530
District Nurses	01276 539660

Health Visitors 01483 782802

Midwives 01276 604241 and ask for the Community Midwives Office

ACCIDENT AND EMERGENCY

The nearest A&E Department is at Frimley Park Hospital **01276 604604**

Camberley Physiotherapy & Sports Injury Clinic 01276 459049

The physiotherapy clinic has an NHS contract for patients referred by their GP and also see private patients or patients with Private Health Insurance.