

## THE FRIENDS OF THE PRACTICE

This is a voluntary organisation run by the patients for the patients. The aim of the group is to provide a visiting/driver service providing transport to take patients' to appointments where hospital transport is not available.

To fund this service we rely on donations from the patient. The group relies on dedicated volunteers to do this work, so we are always pleased to welcome new members even if you can only offer a few hours of your time. Anyone who is interested or would like to know more about us, please contact the surgery for a leaflet or speak to the Deputy Practice Manager, Mrs Jacqui Balston.

### Are you a Carer?

New carers are given an information pack with lots of useful signposting information. Please ask at reception for a pack.

## ADVICE & RESULTS

If you need to speak to a doctor please telephone between 11am & 12 noon. Test results are not given over the phone. If you would like to check your results are back before making an appointment to see or speak to your doctor, please phone your doctors secretary after 2.00pm.

***We are continually striving to improve our service. Any helpful suggestions would be much appreciated and a suggestion box is located in the waiting area.***

*The Practice provides primary medical services under contract to NHS Dorset (Dorset Primary Care Trust)*

*NHS Dorset can be contacted at:  
Hillfort House, Poundbury Road  
Dorchester DT1 2PN  
Tel: 01305 368900  
Fax: 01305 368947*

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EMAIL: [email@dorset-pct.nhs.uk](mailto:email@dorset-pct.nhs.uk)

## PENNY'S HILL PRACTICE

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**Ferndown Medical Centre  
St Mary's Road  
Ferndown  
Dorset BH22 9HB**



Telephone: 01202897200  
Fax: 01202 877753  
Nights & Weekends: 0845 600 1013

Email:  
[pennyshill.practice@dorset.nhs.uk](mailto:pennyshill.practice@dorset.nhs.uk)

Website:  
[www.pennyshillpractice.co.uk](http://www.pennyshillpractice.co.uk)

**THE DOCTORS** *The Partners practice together as a non-limited partnership.*

**Dr Julian Paul Strauss BM DCH DRCOG**  
FRCGP MRCPsych (Southampton 1981)

**Dr Ravi Sastry MBBS MRCS MRCP**  
(Mysore, India 1999)

**Dr Emma Richards B Med Sci BM BS MRCP**  
DGM DRCOG DFRS (Nottingham 1991)

**Dr Geoff Hamp MB Chir (Cantab) MA BSc**  
(Hons) (Cambridge 2002)

**Dr Anna Popova MD MRCP FF SRH MCEM**  
Part A

**Dr Aruna Muthu MBBS MSc (Med Ed)**  
MRCOphth MRCP

**Dr Hannah Wells BM BSc MRCP nMRCP**  
DFFP SCH (Southampton 2003)

### **PRACTICE STAFF**

Practice Manager Maria Kay  
Deputy Practice Manager Jacqui Balston  
Deputy Practice Manager Lynette Bouchex

### **PRACTICE NURSES**

Sister Christine Ennor SRN  
Sister Diane Blackham SRN  
Sister Susan Morse RGN  
Nurse Amanda Crompton RGN

### **TRACKER NURSE**

Sister Lesley-Anne Clements

**Attached Staff** – District Nurses, Health Visitors, Community Midwife.

### **IMPORTANT TELEPHONE NUMBERS**

**Daytime 01202 897200**  
**Nights & Weekends 0845 600 1013**  
**Fax: 01202 877753**

### **SURGERY OPENING TIMES**

Monday to Friday 8.30am-6.30pm  
(phones open for routine calls at 8.30am-1.00pm & 2.00-6.30pm)

If your call is not urgent, please phone after 10.00am in the morning or after 3.00pm in the afternoon.

### **EXTENDED OPENING TIMES**

Tuesday mornings from 7am—8am (Dr Sastry & Dr Muthu)

Tuesday evenings from 6.30pm—7.30pm (Dr Richards & Dr Popova)

Thursday evenings from 6.30pm—7.30pm (Dr Strauss, Dr Hamp & Dr Wells)

Please speak to the doctor's receptionist if you need an extended hour's appointment

### **IMPORTANT TELEPHONE NUMBERS**

**Daytime – 01202 897200**

If an urgent medical problem arises out of surgery hours please telephone **111 (24 hrs a day for when its not a 999 Emergency)**. It is a new NHS telephone number to make it easier for you to access local health services. You will be assessed, given advice & directed straight away to the local service that can help you best.

**Out of Hours – In an Emergency you should attend the A&E Dept of your local hospital or dial 999.** An emergency is a critical or life threatening situation & includes Chest Pain or suspected Heart Attack, Head Injury, severe loss of blood, severe breathing difficulties, loss of consciousness, deep wound, suspected broken bones etc.

### **HOME VISITS**

If possible please telephone before 10.00am to request a home visit. Home visits are only available for people who are too ill or physically incapable of coming into the surgery.

### **TELEPHONE CONSULTATION**

If you need to speak to a doctor please telephone between 11am & 12 noon.

### **DISABLED ACCESS**

Our practice premises are on ground floor level and easily accessible to wheelchairs. There is a telephone intercom system by the main front door should you require any assistance. There are 7 accessible parking spaces located immediately outside the Medical Centre. Please use these spaces responsibly. There is an accessible toilet provided for patient use off the main waiting room.

### **REPEAT PRESCRIPTIONS**

If you have regular prescriptions there will be a tear-off slip with details of your medication which could be helpful to any other hospital or doctor that treats you. It is also a re-order slip and patients are asked to use it when re-ordering, this helps us eliminate mistakes. Please allow 48 hrs for your prescription to be processed (excluding Sat & Sun).

**Telephone requests** for repeat prescriptions should only be made by **HOUSEBOUND PATIENTS**, and these calls should be made **after 2.00pm**.