

Patient Participation Group

The practice has an active Patient Participation Group.

Anyone and everyone is welcome to join the group, as long as you are registered with the practice.

If you would like to be considered to become a member please pick up a form in reception or visit our website at :-

www.pennyshillpractice.co.uk

If you would prefer to communicate with us by email please send us an email to:

pennyshill.practice@dorset.nhs.uk

*and mark your email with
'Patient Participation Group Application'*

Please include your name, dob and ethnicity.

We are continually aiming to improve our communication with patients by offering as many different methods as possible. Please look on our new website for up to date information.

Reviewed 29/6/15

Penny's Hill Practice



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



**Telephone: 01202 897200
Fax: 01202 877753**

**Nights & Weekends: 0845 600 1013
Email: pennyshill.practice@dorset.nhs.uk
www.pennyshillpractice.co.uk**

Penny's Hill Practice, consisting of the partnership of Drs, Strauss, Sastry, Richards, Hamp Popova and Muthu is situated on the south side of Ferndown Medical Centre at the end of St Mary's Road. The partners combine a traditionalist view of medicine with modern progressive ideas. The Partners practice together as a non-limited partnership.

THE DOCTORS

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

Dr Ravi Sastry MBBS MRCS MRCGP (Mysore, India 1999) (Partner)

Dr Emma Richards B Med Sci BM BS MRCP MRCGP DGM DRCOG DFSRH (Nottingham 1991) (Partner)

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

Dr Anna Popova MD MRCGP FF SRH MCEM Part A

Dr Aruna Muthu MBBS MSc (Med Ed) MRCOphth MRCGP

Dr Hannah Wells BM BSc MRCP nMRCGP DFFP DCH (Southampton 2003)

PRACTICE STAFF

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

PRACTICE NURSES

Sister Christine Ennor SRN—Respiratory Nurse Specialist

Sister Diane Blackham SRN—Diabetes Nurse Specialist

Sister Susan Morse RGN/DIP HE—Cardiac & Stroke

Nurse Amanda Crompton RGN

Tracker Nurse: Sister Lesley-Anne Clements

ATTACHED STAFF

District Nurses, Health Visitors, Community Midwife

The Community Nursing team and Health visitors are employed by Dorset Healthcare University NHS Foundation Trust and work from the upstairs rooms in the Medical Centre

TRAINING

We are a training practice. This means that hospital doctors wanting to enter general practice spend, typically, 6 months with us in order to gain the necessary expertise they need to become family doctors family doctors.

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

Dorset

DT1 2PN

Tel: 01305 368900

Fax: 01305 368947

Email: email@dorset-pct.nhs.uk

The nearest Walk in Centre is at :-

Weymouth Community Health Centre

Weymouth Community Hospital

3 Melcombe Avenue

Weymouth DT4 7TB

Telephone: 01305 980000

The nearest Minor Injuries Unit is at:-

Wimborne Community Hospital, Victoria Road,

Wimborne, Dorset BH21 1ER

Mon-Fri 8.00am-4.30pm—Tel: 01202 858200

St Leonards Community Hospital, Ringwood Road,

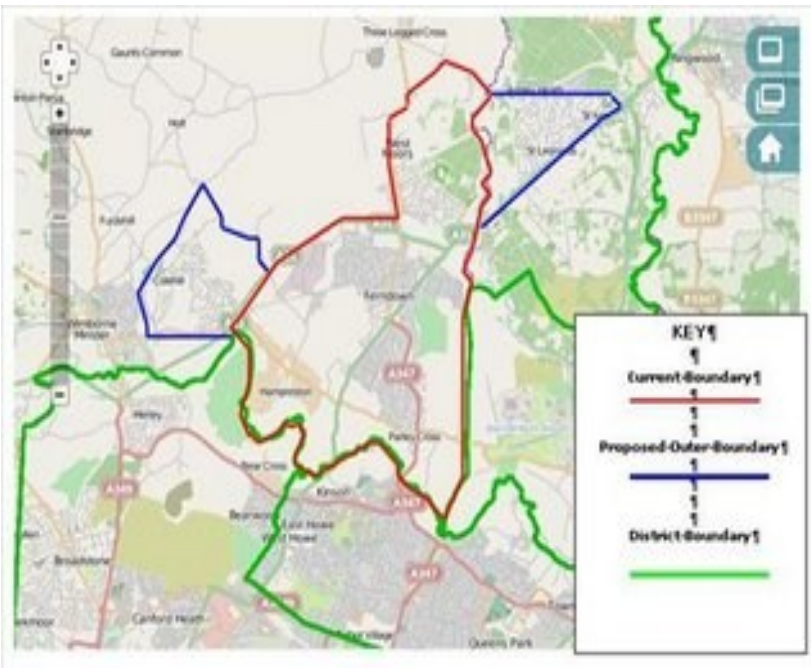
St. Leonards, BH24 2RR

Tel: 01202 584200 6.30pm-10.30pm Mon-Fri

& 8am-8pm weekends & Bank Holidays

PRACTICE AREA

Our practice boundary is bounded by the River Stour to the South, the Stapehill Roundabout to the West, West Moors Army Depot to the North and Azalea roundabout to the East. This has recently been extended in the north along the A31 to include St Leonards, St Ives and along to Three Legged Cross, and in the West to include Broom Hill, Colehill and back along Wimborne Round West to the Canford Bottom Roundabout. Please note the extended area has been agreed to accommodate any of our existing patients currently living within the inner boundary, who choose to make a local move to within the marked outer boundary. This does not apply to new patients. Please see diagram below:



IMPORTANT TELEPHONE NUMBERS

Daytime: 01202 897200
Nights and Weekends: 0845 600 1013
Fax: 01202 877753

New number to call is 111 (24 hrs a day) when its not an 999 emergency but you need medical help fast. It's 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

SURGERY OPENING TIMES

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

If your call is not urgent, please telephone 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 hours appointment

OUT OF HOURS

When the surgery is closed call 111 when it is less urgent than a 999 call. 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

HOW TO MAKE AN APPOINTMENT

Appointments can be made by phone or in person – Telephone 01202 897200 between 8.30am and 6.30pm. Where possible you will be seen by the doctor with whom you are registered. If you feel you need to be seen urgently please let the receptionist know so that we can arrange for you to be seen by the most appropriate healthcare professional.

Booking appointments online is also available please see our website for details. www.pennyshillpractice.co.uk

CONSULTATION TIMES		Morning	Afternoon
Dr J Strauss	Wednesday		3.00-5.00pm
	Thursday		3.00-5.00pm
	Friday	9.00-11.00am	
Dr Sastry	Monday	9.00-11.00am	3.00-5.00pm
	Tuesday	8.30-11.00am	3.00-5.00pm
	Wednesday	9.00-11.20am	3.00-5.00pm
	Thursday	8.30-11.00am	
	Friday	8.30-11.00am	
Dr Richards	Monday	8.30-11.00am	
	Tuesdays		3.30-5.00pm
	Wednesdays	8.30-11.00am	
Dr G Hamp	Monday	9.00-11.20am	3.00-5.00pm
	Tuesday		
	Wednesday	8.30-11.00am	
	Thursday	9.00-11.20am	3.00-5.00pm
	Friday	9.00-11.20am	3.00-5.00pm
Dr A Popova	Monday	8.30-11.00am	
	Tuesday	9.00-11.20am	
	Wednesday	9.00-11.20am	3.00-5.00pm
	Friday	9.00-11.00am	3.00-5.00pm
Dr A Muthu	Monday	9.00-11.20am	3.00-5.00pm
	Tuesday	9.00-11.20am	
	Wednesday	9.00-11.20am	
	Thursday	9.00-11.00am	3.00-5.00pm
	Friday	9.00-11.00am	3.00-5.00pm
Dr H Wells	Wednesday	8.50-11.00am	2.30-5.00pm
	Thursday	8.40-11.00am	2.30-5.00pm

THE RIGHTS AND RESPONSIBILITIES OF PATIENTS

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

- Ensure our patients have 24-hour access to medical advice
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours or, in an urgent case, the same day
- Work in partnership with you to achieve the best medical care possible
- Involve you and listen to your opinions and views in all aspects of your medical care
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle

We would respectfully ask that you:

- Let us know if you intend to cancel an appointment or are running late
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service
- Inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it is ex-directory

As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy

ARE YOU A CARER ?

A carer is someone who looks after a relative or friend, who, because of disability or the effects of old age cannot manage at home without help.

If you identify yourself to us as a carer we can signpost you to other organisations who maybe able to help such as Help & Care, St. John Ambulance or Dorset POPP Wayfinders. We may ask you if you wish to be referred to the Adult Care Team at Adult Services. If so, we can make that referral for you.

New carers are given an information pack with lots of useful signposting information. Please ask at Reception for a pack or visit our website www.pennyhillpractice.co.uk for further information.

If there is any specific information you need please do not hesitate to contact Jacqui Balston, who is the Practice Carers lead or email pennyhill.practice@dorset.nhs.uk.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

SEEING YOUR DOCTOR

The doctors have personal lists and we encourage you to see your own doctor. If your need is urgent, please let the receptionist know so that you can be seen quickly by another doctor, if appropriate. To make the system work for everyone we need your co-operation:

- Please do not insist on being seen urgently with a minor illness that could wait.
- Please inform the receptionist if you cannot keep or no longer need your appointment so that it can be offered to someone else.
- Please be on time.
- It is one appointment for each patient.
- Please use your hearing aid if you have one. It helps us to communicate with you. A hearing loop system is installed within the building.

How you can help your doctor:

- Do not store multiple problems for one consultation slot.
- A normal appointment is 10 minutes.
- If you think your problem will need extra time ask the receptionist for a longer appointment.
- Wear appropriate clothing if you think the doctor will need to examine you.

TELEPHONE CONSULTATION

If you need to speak to a doctor please telephone between 11.00am and 12 noon.

ACCESS FOR THE DISABLED

Our practice premises are on ground level and easily accessible. 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.

HOW DO I REGISTER WITH A DOCTOR?

Please bring your medical card to the surgery and a receptionist will register you with a doctor. If you do not have a medical card, please ask at reception for an application form. Temporary residents are registered on a special form at reception. This practice has a system of personal lists. This means that although you sign on with the practice, you will be registered with a named doctor and you will be seen by that doctor. We believe this gives greater continuity of care for our patients. Where possible the practice will endeavour to ensure that we respect your right to express a preference of practitioner. However, this may not always be possible and if so, an explanation will be offered. Patients can also fill in a form to pre-register on our website. The patient must also come in to the practice to sign the form and also provide Proof of Identity.

NEW PATIENTS

New patients will be given a health and medical questionnaire to complete. This is important as it allows us to get to know you better and collect important information on past medical health, current problems and medication. It is also a good time to ensure that all immunisations, contraceptive advice, cervical smears and blood pressure measurements are up to date. There can sometimes be a delay in obtaining your medical records from your previous doctor and, therefore, the new patient information is vital to the doctor. We also offer an online Appointments & Repeat Prescription service. Please request a form at Reception.

HOME VISITS

If possible please try to telephone before 10:00 am to request a home visit. Home visits are only available for people who are too ill (e.g. terminally ill) or physically incapable of travelling to the surgery (e.g. a truly housebound patient for whom travel to the surgery by car would cause deterioration in their medical condition). There are also better facilities for examining and treating patients at the surgery

ADVICE AND RESULTS

If you need to speak to a doctor please telephone between 11.00am and 12 noon. Test results are not given over the telephone. If you

would like to check your results are back before making an

NON-NHS EXAMINATIONS, REPORTS, FORMS AND PRIVATE CERTIFICATES

Medical examinations for special purposes can be arranged with your doctor by appointment. A fee will be payable as recommended by the BMA. A list of current fees is available on request.

EQUIPMENT FUND

Minor operations, ECGs etc, are all performed by the staff as part of the service, at no charge, but we have to bear the cost of the equipment which is not provided by the NHS. Many items have been purchased with funds raised by local organisations and many, including major items such as our autoclave, by generous individual donations. If you feel you would like to contribute in some way to this fund, please see one of the partners or the Maria Kay Practice Manager.

Cheques should be made payable to Penny's Hill Practice.

THE FRIENDS OF THE PRACTICE

This is a voluntary group run by the patients for the patients. The aim of the group is to provide a visiting/driving service.

The service is mainly visiting the housebound on a regular basis.

The transport is 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.

CLINICS

The following nurse led clinics are held weekly:

Diabetic - All day Tuesday & Friday only

Run by a specialist nurse who holds a Diploma in Diabetes Care from Warwick University Medical School.

Respiratory—Monday pm & all day Thursday

Run by a specialist nurse who holds the National Respiratory Training Centre Diploma in Asthma and Chronic Lung Disease.

Cardiac—Monday pm only

Run by a specialist nurse who holds a Diploma in CHD.

Liquid Nitrogen (Cryotherapy Clinic)

The doctors and nurses hold a clinic on a Friday lunchtime every six weeks to treat appropriate skin problems with liquid nitrogen. This is a safe procedure and we have two cryotherapy instruments, kindly donated by patients, for this purpose. A large number of conditions are suitable for treatment with cryotherapy so if you think you may have a condition, please talk to your doctor about it.

Other Clinics

Flu clinics are held every year. We have an annual project which targets specific at-risk health groups.

We no longer provide smoke stop clinics in house but can refer patients to one of the clinics held locally at the Ferndown library, Parley Cross Pharmacy or Rowlands Pharmacy.

TREATMENT ROOM

We have a fully-equipped treatment room which is staffed by experienced nursing staff. A full range of investigations is available with daily transport of pathological specimens to the hospital laboratories. Minor surgery, vaccinations, regular dressings and many other procedures are also undertaken. Appointments need to be made at least a week in advance either by phoning the practice or at the Reception Desk. Please note this is NOT a 'walk in' clinic.

appointment to see or speak to your doctor, please telephone your doctor's secretary after 2.00pm.

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 Saturday and Sunday). Online ordering of Repeat prescriptions is now available please see our website for details. www.pennyshillpractice.co.uk

Telephone requests for repeat prescriptions should only be made by **HOUSEBOUND PATIENTS**, and these calls should be made after 2.00pm. This helps to keep the phone lines clear for patients calling to make appointments or to request urgent visits during the morning. You may also fax your request to 01202 877753 or order online using our website.

CERTIFICATES

When patients are sick and unable to work there is no requirement for an NHS certificate from the doctor for the first seven days. Patients should obtain a self-certification form from their employer. The practice holds Form SC1 which should be used for self-employed people.

The doctors do not sign certificates for fitness to carry out newspaper rounds etc.

COMPLAINTS/ COMMENTS

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. If you wish to comment, compliment or complain about the service you have received, please contact the Practice Manager. You may also request a Penny's Hill Practice 'How to make a complaint' leaflet.

Making your Experience Count

The Doctors and staff at this practice are committed to providing high quality healthcare and services to patients.

ZERO TOLERANCE

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team

The practice complies with Data Protection and Access to Medical Records legislation. 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

Patient information will also be used at local and national level to help NHS England and the 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. If you require further clarification please contact the practice.

SERVICES AVAILABLE

The Practice provides all essential and additional services including the following :-

Cervical screening, contraceptive services, vaccinations and immunisations, child health surveillance, maternity services and minor surgery procedures.

The practice also provides the following enhanced services:

Childhood vaccinations and Immunisations, Influenza vaccination for the over 65s and under 65s at risk, Minor Surgery/Joint Injections), Anti-coagulation monitoring, Intra-uterine contraceptive device fitting and review and HPV vaccination for girls under 18 who missed the program in school.

The full range of services available in the Practice include the following:

FAMILY PLANNING

All the doctors and nurses will be pleased to offer advice on any aspect of family planning and the full range of contraceptive services offered, including cap and coil fittings.

MATERNITY CARE

Each doctor offers maternity care in conjunction with the midwife who sees her patients on Wednesday afternoons.

CHILD HEALTH SURVEILLANCE

Regular developmental checks for the under fives are carried out by a doctor or health visitors.

CERVICAL SMEARS

As a preventative measure, all women between the ages of 25 and 49 should have a smear test done every three years. From age 50 every 5 years. This is a simple procedure and takes only a few minutes. This service is carried out by the practice nurses during normal surgery hours. Women of other ages may require a smear if their doctor thinks it appropriate.

MINOR SURGERY

All of the doctors undertake minor surgery and we have fully approved facilities in our treatment room for this. If you think that you may have a problem that would be suitable for a minor operation within the medical centre please talk to your doctor about it.

IMMUNISATION AND HOLIDAY VACCINATIONS

In addition to the services outlined above, we are able to offer holiday and routine vaccinations, including yellow fever for which we are a registered centre. A charge will be made for certain immunisations which are not covered by the NHS. A list of these charges is held at reception or on our website www.pennyshillpractice.co.uk