



BARN SURGERY

Christchurch Medical Centre

1 Purewell Cross Road, Christchurch, Dorset BH23 3AF

Appointments 01202 486455

Enquiries 01202 486456

The surgery is open:

Monday - Friday 8.30am - 6.30pm

Welcome to Barn Surgery

At the Barn Surgery we take pride in offering the highest standard of patient centred healthcare.

How Do I... Register With The Practice?

The practice welcomes new patients; please ask at reception. When registering, you will be asked to complete a health questionnaire and provide two forms of identification, one being photographic. This will help to provide care for you until your medical records are transferred from your previous GP. Once you have registered you are eligible for all appropriate services provided by the practice.

You will be registered with the practice rather than a specific doctor. However, if you wish to see a particular doctor for some or all of your medical conditions, please let the receptionist know. Specifying which doctor you wish to see is only possible for routine appointments.

How Do I... Make An Appointment?01202 486455

To make a routine appointment, please call into the surgery or telephone 01202 486455. Surgeries are held throughout the day. For routine appointments you may choose to see a specific doctor and can book your appointment up to six to eight weeks in advance.

If you need an urgent appointment you will be given an appointment with a doctor who has appointments available. You may also be offered an appointment with our Nurse Practitioner where appropriate. Please note these appointments are for urgent medical problems only. Longstanding problems or review of test results are not appropriate for this type of appointment. If in doubt, please discuss with a receptionist.

How Do I... Request Telephone Advice?01202 486456

The doctors and nurses are available at various times throughout the day if you need advice. Reception staff can advise on the best time to call (telephone 01202 486456).

How Do I?... Request A Home Visit?01202 486456

If you are unable to attend the surgery for consultation please telephone 01202 486456 (between 8.30am -10.00am if possible please). One of our receptionists will take details and pass them on to the doctor associated with your case. A decision will be made on whether your condition justifies a home visit (the doctor may decide to call you back to discuss the situation), if you phone later than 10.00am your request may need to be dealt with on the following working day or by the on call doctor.

Please consider carefully whether you really are in need of a home visit. Here at the surgery we are fully equipped to carry out examinations and begin treatment much more easily than in the patients' home. Also we have a pharmacy conveniently situated adjacent to the surgery.

Please remember that home visits are reserved for patients who are unable to come to surgery for medical reasons. They will not be made merely because of the patients' lack of personal transport.



THE GROVE PHARMACY

Pharmacists:

Mitesh Patel MRPharmS, MPharm.Hons.

Bhavini Patel MRPharmS, MPharm.Hons.

Opening Hours:

| | |
|-----------------|-----------------|
| Monday - Friday | 9.00am - 6.00pm |
| Saturday | 9.00am - 1.00pm |

• **PRESCRIPTIONS COLLECTED FROM LOCAL SURGERIES**

• **FREE PRESCRIPTION DELIVERY SERVICE** •

For everyone - not just the housebound and elderly

• **MEDICINES CAN BE SUPPLIED IN MONTHLY DOSAGE BOXES** •

Call the pharmacy for more services

Tel: 01202 484310 Fax: 01202 474727

48 The Grove, Christchurch BH23 2HB

Every prescription item counts in supporting your local independent chemist

www.thegrovepharmacy.co.uk

Ask your pharmacist...you'll be taking good advice!

Our other branch:

Parley Cross Pharmacy, 143 New Road, West Parley, Ferndown BH22 8EB

Tel: 01202 573191

For the latest information click to: www.barnsurgery-christchurch.co.uk

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

Prescription For Success

The Grove Pharmacy was taken over by husband and wife team Mitesh and Bhavini Patel in February 2009, and they share a vision to reshape the very nature of the business. "We don't just want to be a pharmacy where you come to get your prescription filled or ask about a cough mixture," says Bhavini who oversees the day-to-day running of the pharmacy. Their vision is to introduce a wide range of services such as a Minor Ailment Scheme where medicines can be prescribed by the pharmacist, a weight loss clinic, smoke stop clinic, emergency contraception, daily dosage boxes as well as a comprehensive prescription collection and delivery service.

If you think you can benefit from any of these services please do not hesitate to contact the pharmacy on 01202 484310 or via the website www.thegrovepharmacy.co.uk for more information. As this pharmacy is a small independent family-run business providing NHS services, it is crucial that it can count on a high level of local support. So please think about joining the prescription collection service.

Here's how it works:

1. Sign the consent form and leave your repeat slip at the pharmacy. (Alternatively, the pharmacy can bring the consent form to your home and collect the repeat slip. All you need do is telephone the pharmacy to request this.)
2. Telephone the pharmacy five days before your medicines run out or, if you prefer, order online via the website.
3. Then you simply collect your medicine from the pharmacy or wait for it to be delivered to your home. We collect from over ten different surgeries so please be sure to tell all your friends and family about this wonderful service.

Along with your prescription we can also deliver to you products from our wide selection in store. We look forward to welcoming you soon. And remember - every prescription item counts in supporting your local independent pharmacy!

Advertising Feature

Foot problems?



Due to the high demand for podiatry services, NHS provision is often reserved for those with long term conditions. Even if you qualify for an NHS appointment, waiting lists can be long.

Why wait? Contact a local podiatrist today for more details.

In need of foot care?

- TOENAIL CUTTING
- CORNS AND CALLUS REMOVED
- INGROWING TOE NAILS
- ALL IN ONE TREATMENTS AVAILABLE (CHIROPODY + PEDICURE)
- ALL TREATMENTS INCLUDE A FOOT MASSAGE
- TOENAIL RECONSTRUCTION




RITA HALLAM M.INST.CH.P

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How Do I?...

Request Test Results?.....01202 486456 (pm)

For enquiries relating to test/investigation results please telephone 01202 486456. Our receptionists are authorised to give out the results of certain tests once they have been verified by your doctor. Please telephone during the afternoon to confirm that results of blood tests, X-rays etc have been received. You should give the receptionist your full name, address and the date on which the test was carried out.

NB: If you are asked to return to the surgery to discuss a particular result, please make your appointment with the doctor who arranged the test. Results of the tests arranged through the hospital (including those from outpatients) will be returned to the hospital directly and not necessarily to the practice.

How Do I?...

Request A Repeat Prescription?

Requests for repeat prescriptions may be made in person at reception, by post or electronically online. Please allow us 48 hours to process your request.

To request your prescription electronically please see a receptionist for your login details.

Many local pharmacies are happy for you to leave your list with them. They will deliver to us, collect your prescription and dispense it ready for your collection. Please allow longer for this method. (It is likely that in future pharmacists will become more involved in the management of repeat prescribing and hence existing arrangements will alter).

How Do I?...

Request A Medical Certificate?

If you are absent from work for a week or less you do not need a doctor's certificate (Med3). There is no statutory requirement for doctors to issue medical certificates for the first seven days of sickness absence.

Certification may, however, be required by your employer. This can be done using a self-certification form SC2 which is available from your employer or from the Post Office.

If a certificate is required for this initial period a private certificate can be issued but a fee will be charged.

After the first week of sickness, certificates are issued as part of the consultation with your doctor. If you are under the care of a hospital doctor you should ask them to issue certificates to cover time spent as an inpatient or outpatient.

Out of Hours Service.....01202 486456

If you are unwell when the surgery is closed there are a number of options:

If your injury or illness is severe, or you have had a serious accident, call 999 and ask for an ambulance or you can visit your local accident and emergency department. PLEASE CAREFULLY CONSIDER IF THIS IS APPROPRIATE.

For non life threatening medical emergencies please call 111. Calls to the NHS 111 service are free from both landlines and mobiles although pay-as-you-go mobiles must have at least 1p credit. Visit a local pharmacy (chemist). Your local paper will have details of pharmacies open late on weekdays and on Saturdays, Sundays and Bank Holidays.

Facilities For The Disabled

The premises have suitable access for disabled patients. The entrance and internal doors have been designed to cope with wheelchair access.

There is a toilet for the disabled at our surgery. Our surgery has a Loop System fitted for those patients who use hearing aids.

The Doctors

| | | |
|-----------------------------|----------------|------------------|
| Dr Neil P Tallant | BM MRCGP DRCOG | Southampton 1983 |
| Dr Morag Livingstone | MB ChB | Glasgow 1984 |
| Dr John D Collier | BM DFFP | Southampton 1989 |

Practice Nurse Service

We offer the benefits of a well-equipped treatment room which is run by our experienced team Sister Penny Tallant, Nurse Helen Falla and Nurse Camilla Shorey, much of the equipment having been generously donated by our patients. The treatment room is open from Monday to Friday. Here the nurses undertake duties such as vaccinations, dressings, removal of stitches, ear syringing, travel advice and the treatment of warts.

Sister Tallant and Nurse Camilla Shorey also runs specialist clinics for health promotion and advice on lifestyle issues, diabetes, coronary heart disease, hypertension and vascular disease. Appointments for the nurses are made through reception.

District Nurses And Health Visitors

These nurses are employed by the NHS Foundation Trust and operate from the Medical Centre. The district nurses can be contacted through our enquiries line on 01202 486456 and the health visitors on 01202 495431.

Midwife

Please contact reception for details of current arrangements.

Practice Staff

Practice Support Manager

Mrs Marie Geary is our practice support manager. She will be able to help you with any administrative or non-medical aspect of your care or treatment.

She is happy to discuss any comments or concerns that you may have in respect of the services and non-medical care you receive.

Reception Staff

Our receptionists are here to help you. They will make appointments for you to see the doctors, nurses or other healthcare workers attached to the surgery. They are available to answer queries and offer help and assistance at all times. In order to help you they may need to ask you for further details about your requests when you call at the surgery or when you telephone. This is to ensure we can assist you as speedily as possible. They are not being nosey and are bound by the same rules of confidentiality as the doctors and nurses. We ask you to treat them with courtesy and respect.

Senior Receptionist - Sophie McLelland

Margaret Head

Dee Lund

Jackie Watkins

Emily Coe

Suzanne Manley

Linda Morris

Stephanie Smyth

Secretaries

Our secretaries Pat Falconbridge, Jackie Hope and Jackie Andrews deal with most of the correspondence between the practice and outside agencies such as hospital outpatient department, private consultations, solicitors and insurance companies. If you have any queries regarding letters that your doctor may have written about you please contact them Monday-Friday 8.30am - 1.00pm.

Specialised Disease Monitoring Clinics

These are run by two practice nurses who have undergone specialised training. They work in conjunction with all doctors within the practice.

Diabetes

Patients with diabetes are invited to attend for regular discussion and monitoring of their condition. Usually twice a year.

Asthma

Patients with asthma are encouraged to attend for regular checks on treatment and symptoms, and advice on how to manage their asthma.

Coronary Heart And Vascular (Stroke) Disease

Patients are invited for review at least annually.

Blood Pressure Checks

Run by the practice nurses for those on treatment we would advise checks twice yearly. Reminders are usually sent.

Minor Surgery

Some minor surgical procedures are carried out in the treatment room. Your doctor will advise you if you have a problem which can be dealt with there.

Child Health Surveillance

Children from birth to five years are assessed at intervals to check their growth and development. Checks are carried out by the health visitor and by Drs Tallant and Collier. Later checks are organised by the health visitor.

Travel

Our practice nurses are available by appointment to offer medical advice regarding travel and vaccinations where appropriate. Please plan ahead, do not leave your vaccinations until the last minute! For some of the more exotic destinations we require eight weeks in order for the vaccines to become fully effective. If you give details of your proposed itinerary to the receptionist, a personalised vaccination schedule can be worked out for you. For travel to areas where malaria is endemic (our treatment room or your pharmacist can advise you on what protection is required). Some anti-malarial medication is only available on private prescription.

Cervical Smear Tests

Routine cervical smears are advised for women aged 25-64 years at three and five yearly intervals, according to age. When making an appointment it is very important you inform the receptionist you are booking in for a smear so that the correct type of appointment is made. Either a doctor or nurse can perform this test.

Family Planning

A range of contraceptive services is available through routine surgery bookings. Emergency contraception (the 'morning after' pill) can be provided, usually through our emergency appointment arrangements. Hormone implants and intrauterine devices (coils) are currently only fitted at family planning clinics.

Additional Services

Physiotherapy

Physiotherapy (both NHS and private) is available in the Loft suite. NHS appointments can be made either by a self-referral form completed or after a consultation with your doctor. Private physiotherapy is provided by the Christchurch Physiotherapy Practice. Telephone 01202 477335.

Chiropody

Chiropody treatment is available on the NHS. NHS chiropody is available to patients over 70 and for patients with certain conditions eg diabetics.

Counselling And Psychological Therapies

These therapies can provide help for a range of personal or family problems. A self referral can be made to the Psychological Service by telephoning 01202 843400.

Immunisations

We encourage all patients over 65 and those with certain chronic illnesses to have a pneumococcal immunisation and attend for an annual flu vaccination. It is advised that all patients protect themselves against tetanus and polio.

Baby immunisations clinic is held on Wednesday morning between 11.00am and 2.30pm. We advise that all children should be fully immunised against the common childhood illnesses, starting at two months of age.

Smoking Advice

Smoke stop advice is available from the following chemists Rowland's Carpins 01202 484189, Rowland's Meadow 01202 484840, The Grove Pharmacy 01202 484310, Wessex Pharmacy 01202 482197 and your local Boots Pharmacy 01202 486276.

Practice Area

The practice area centres on Christchurch including Burton, Highcliffe, Walkford and Hinton extending to parts of West Southbourne and Iford.

Practice Charter

Our Responsibilities To You

We will provide and maintain premises that are clean, comfortable, safe and easily accessible to all our patients including those with mobility difficulties and special needs. You will be treated as an individual and be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, or personal attributes, or the nature of your health problems. You have the right to confidentiality at all times. If you wish to speak to any member of the medical centre team privately please ask at reception.

We offer same-day urgent consultations, not only to children but to all of our patients, by appointment. Patients wishing to see a particular doctor however will be given the next available routine appointment. Clinics and surgeries will normally start on time and we aim to see you within 20 minutes of your appointment time. Nonetheless, delay is sometime unavoidable, particularly in the case of emergencies, but when this happens we will try to keep you informed.

If for reasons of disability, you are unable to reach the surgery door, the doctor will visit you at home. Please telephone before 10.30am where possible to enable us to organise our rounds. If a doctor arranges for you to have a test or investigations we will advise you when and how to obtain the results. If further action is required before your next appointment we will contact you. If you are dissatisfied in any way please contact our practice manager who will be happy to discuss any complaint or suggestion you may have. You have a right to information about your own health. We will offer medical advice and information relevant to the promotions of good health. You have the right to see your own medical records subject to the limitations of the law. A charge may be made.

Help Us To Help You

Your Responsibilities To Us:

Please let us know if you change your name, address or telephone number. We ask that you treat the doctors and practice staff with courtesy and respect and to make responsible use of our services to you by showing consideration to other patients. Please only request a home visit when you really cannot get to surgery and remember night visits are for emergencies only. Please do everything you can to keep appointments or let us know as soon as possible if you are unable to attend.

If we are running late, please be patient. On another occasion it may be you that needs extra time and attention.

Please remember that you are responsible for your own health and the health of your children and that we are here to give you professional help and advice.

BARN SURGERY IS A NO SMOKING CENTRE

Comments And Complaints

We would welcome constructive criticism or comments on the service we provide. If you tell us where problems have arisen it gives us a chance to try and put things right. Naturally we try to provide the best possible service to all our patients but sometimes things do go wrong. If you think that this has happened in your case then please ask to speak to our practice support manager Mrs Marie Geary.

Confidentiality

Personal information is requested so that we can give you appropriate care and treatment. This information is recorded both on computer, for which we are registered under the Data Protection Act 1998, and in your written medical records. We will ensure that patients' confidentiality is maintained at all times by all members of our practice team.

However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information is shared between members of the team. Prescriptions and some of the consultation records are run purely on the computer, which enables us to analyse various aspects of healthcare and to produce an annual practice report.

Care Data

How Information About You Helps Us To Provide Better Care

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet "How information about you helps us to provide better care".

More Information Can Be Found Here

www.nhs.uk/caredata

Care data patient information leaflet (.pdf)

Care data patient frequently asked questions(.pdf)



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Useful Telephone Numbers

24 Hour Accident and Emergency Departments

| | |
|---|--------------|
| Royal Bournemouth Hospital (includes eye casualty service)..... | 01202 303626 |
| Poole General Hospital..... | 01202 665511 |
| Lymington Hospital..... | 01590 67011 |

Local Hospitals/Hospices

| | |
|-----------------------------------|---------------|
| Bournemouth Nuffield..... | 01202 291866 |
| Spire Hospital..... | 023 8077 5544 |
| Christchurch (No A&E)..... | 01202 486361 |
| Southampton General Hospital..... | 023 8077 7222 |
| Harbour Hospital Poole..... | 01202 244200 |

Miscellaneous

| | |
|-------------------------------------|---------------|
| Citizens Advice Bureau..... | 01202 488442 |
| Police Christchurch..... | 01202 4856333 |
| Red Cross..... | 01202 484074 |
| Samaritans..... | 01202 551999 |
| Social Services (Christchurch)..... | 01202 474106 |
| Social Services (Bournemouth)..... | 01202 458700 |