



West Allington, Bridport, Dorset, DT6 5BN

Phone Number: 01308 421896

Fax Number: 01308 420869

Out of Hours Call NHS 111: dial 1-1-1

www.bridportmedicalcentre.co.uk

Welcome to Bridport Medical Centre

Doctors

Name	Qualification	Gender
Dr Blair MILLAR	MBBS (London 1990) DRCOG FDSRCS	Male
Dr Robert NEAME	MBBS (London 1986) FRCS DRCOG	Male
Dr Ian PLATT	BM (Southampton 1990) MRCPG	Male
Dr Alex NAPPER	BM (Southampton 1991) MRCPG	Female
Dr Joanna COTTON	MBBS (London 1985) MRCPsych MRCPG	Female
Dr Henry PEARSE	MBChB (Birmingham 1988) DCH BSc	Male
Dr Richa SINGH	MBBS (Rajasthan 1997) DFSRH DPD	Female
Dr Andrew FINUCANE	MBBCh (National University of Ireland 2000)	Male
Dr Prathibha KIRAN	MBBS (University of Mysore 1993)	Female
Dr Luke SKELLERN	MBChB (University of Liverpool 2008)	Male

Nurse Practitioners

Nicky GRAINGER	RGN BSc (Hons) Independent Nurse Prescriber DIP/HERN	Female
Mandy CLARE	RGN BSc Independent Nurse Prescriber	Female
Ed WALDRON	RN Independent Prescriber, PGDip Advanced Nurse Practitioner	Male
Patrick CAVANAGH	RN BSc (Hons) Independent Prescriber Nurse Practitioner	Male
Julie KIRBY	RN Independent Prescriber, PGDip Advanced Nurse Practitioner	Female

The Practice Manager and Deputy Practice Manager

The practice manager is Eilish Davoren and the deputy practice manager is Amanda Murphy. The managers are here to ensure the smooth running of the practices. If you have any problem with the service you have received or have any suggestions for improvements to the service please contact Eilish or Amanda.

Receptionists and Secretaries

When you call the surgery you may be asked by the receptionist for a brief reason for wanting to be seen by a GP. If you wish to speak to a member of staff confidentially, please ask. These questions have been set out by the doctors to ensure you are given the same advice as a GP would give. This will help them

- direct you to the most appropriate clinician. This may include the pharmacist.
- prevent delays in potentially life-threatening conditions.

Receptionists have an important role in helping us tend to those patients who need immediate attention. They are part of our clinical team and are bound by the same rules of patient confidentiality as the doctors and nurses. You do not have to divulge sensitive information if you would prefer not to, but please answer as fully as you are able to do.

Your doctor's secretary can help you with any queries or hospital appointments. Whenever possible please telephone with general queries after 11.00am when the telephone lines are generally less busy.

The Practice Nurse Team

Our registered nurses are: Natalie Claydon, Nicola Gibbs, Cathie Turner, Jessica Cox and Kristy Williams.

Our trained Health Care Assistants are: Debbie French, Sam Avery, Sarah Nzante, Jade Fulbrook and Danielle Avery.

A Guide to Consulting Times for Doctors and Nurse Practitioners

Please note: These are the times during which routine pre-bookable appointments are available. Surgery times may vary - details are available from reception.

Doctor (Partners)		Monday	Tuesday	Wednesday	Thursday	Friday
Dr Millar	am	8.40 - 11.20	-	8.40 - 11.20	8.40 - 11.20	8.40 - 11.20
	pm	15.20 - 18.00	-	-	15.00 - 17.40	15.00 - 17.40
Dr Neame	am	8.40 - 11.20	-	8.40 - 11.20	8.40 - 11.20	8.40 - 11.20
	pm	15.30 - 18.10	-	15.00 - 17.40	-	15.00 - 17.40
Dr Platt	am	8.40 - 11.00	8.40 - 11.00	8.40 - 11.00	8.40 - 11.00	-
	pm	14.30 - 16.50	14.00 - 16.20	15.00 - 17.20	14.00 - 16.20	-
Dr Napper	am	8.40 - 11.20	8.40 - 11.20	-	-	8.40 - 11.20
	pm	-	15.00 - 17.30	-	-	14.00 - 16.20
Dr Cotton	am	8.40 - 11.30	-	8.40 - 11.30	-	-
	pm	-	-	-	14.30 - 17.10	-
Dr Pearse	am	8.40 - 11.20	8.40 - 11.20	8.40 - 11.20	8.40 - 11.20	-
	pm	15.00 - 17.20	14.30 - 16.50	14.30 - 16.50	-	-
Dr Singh	am	8.40 - 11.20	-	9.00 - 11.40	-	9.00 - 11.40
	pm	-	-	14.40 - 17.00	-	-
Dr Finucane	am	8.40 - 11.20	8.40 - 11.20	-	8.40 - 11.20	8.40 - 11.20
	pm	15.00 - 17.40	15.00 - 17.40	-	14.00 - 16.40	15.00 - 17.40
Dr Kiran	am	8.40 - 11.20	-	8.40 - 11.20	-	8.40 - 11.20
	pm	-	-	15.00 - 17.40	-	15.00 - 17.40
Dr Skellern	am	8.40 - 11.20	8.40 - 11.20	-	8.40 - 11.20	8.40 - 11.20
	pm	15.00 - 17.40	15.00 - 17.40	-	14.30 - 17.10	14.00 - 16.30

Nurse Practitioner		Monday	Tuesday	Wednesday	Thursday	Friday
Nicky Grainger	am	8.40 - 12.10	8.40 - 12.10	8.40 - 12.10	8.40 - 12.10	8.40 - 12.10
	pm	14.00 - 16.50	14.00 - 16.50	14.00 - 16.50	14.00 - 16.50	-
Mandy Clare	am	-	8.40 - 12.10	8.40 - 12.10	8.40 - 12.10	8.40 - 12.10
	pm	-	-	-	-	-
Ed Waldron	am	-	8.40 - 11.55	-	-	8.40 - 11.55
	pm	-	14.00 - 16.45	-	-	14.00 - 16.45
Patrick Cavanagh	am	8.40 - 11.55	8.40 - 11.55	-	8.40 - 11.55	8.40 - 11.55
	pm	14.00 - 16.40	14.00 - 16.40	-	14.00 - 16.40	14.00 - 16.40

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Let the taxi take the strain!

You know the feeling – you have been feeling ‘a bit under the weather’ for some time, and have finally got around to making an appointment to see the doctor. Do you really feel well enough to drive to the surgery? Of course it is vital to arrive in plenty of time for your appointment, and not to arrive stressed as that could mask other symptoms.

So why not call a local taxi company? They will take you door to door, get you there on time, and no worries about parking the car either!!

Many older or disabled patients regularly use their local taxi firm for all kinds of trips. They appreciate the convenience and relatively low cost. Mums find a taxi has many advantages especially for transporting all the paraphernalia associated with keeping an appointment, at a fixed time, and having to take a baby and/or a young child with them.

Once you have found a good reliable firm you will use them over again on a variety of occasions.

ADVERTISING FEATURE

Why Your Business Needs A Website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

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So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

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To find out more simply call 0800 612 1408 or email us at payasyougo@opg.co.uk

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ADVERTISING FEATURE

Extended Hours

A few appointments are available each evening Monday to Thursday between 18.30 and 19.15 and on Saturday mornings (usually the second Saturday of the month).

These are routine, pre-bookable appointments only. They are primarily for those people who have difficulty in attending a surgery during the working day. No Nurse Appointments are available at these times.

GP Registrar Training

The practice has been accredited as a GP Training Practice. This means the practice will have attached to it a qualified doctor training to specialise in General Practice and each doctor will remain with us for a period usually of 18 months. You may therefore be offered an appointment with the GP Registrar. By the time you see a GP registrar they may well have been working as a doctor for four years.

As part of their training, the GP registrars need to video record some of their consultations as part of their assessment. You may be asked by the receptionists if you would be happy to take part in this if you have an appointment with the GP registrar. At any time you are able to say "no" to being videotaped and this will not prejudice the way your consultation is viewed or handled in any way. At the end of your consultation, if you don't wish the tape to be used, you can state this and the tape will be erased. However please note that all videos are kept confidential and are destroyed when no longer required. At any time if you do not wish to be seen by a GP registrar at your consultation please feel free to bring this to the attention of the receptionist or GP. At no time will this decision prejudice your care with us.

Appointments - GPs and Nurse Practitioners

When you think you need to see a GP, it would help us if you took a moment to decide whether you need an urgent or non-urgent appointment. The information below will help you decide. Although you can ask to see any of the GPs at the centre, it is also helpful for continuity of care if you try to see the GP you are registered with each time and normally see. This makes the best use of your current appointment if time does not have to be spent asking you about your recent history.

Registered GP Service (for non-urgent appointments with the doctor you usually see)

This service is for:

- complex medical cases where your regular GP has started investigations and is in a better position to manage your care
- multiple problems
- ongoing mental health problems, unless you are in sudden severe distress
- long-term heart / lung conditions unless there is a sudden deterioration.

You may have to wait one to two weeks for a non-urgent GP appointment. If you feel you need to be seen sooner than the first available appointment, you will be asked to talk to the Duty GP.

He or she will assess your request and decide whether your regular GP should see you sooner. Please do not ask for this unless you feel it is absolutely necessary.

The Registered GP Service is not suitable for:

- long-term disease reviews that could otherwise be managed by the nurse team e.g. blood pressure checks
- self-limiting illness that can otherwise be managed by you at home, or with advice from your local pharmacist or NHS 111
- administrative requests – for sick notes under eight days or repeat prescriptions. If you have a non-NHS request please ask to be directed to the appropriate administrator
- other tasks that could be managed by the nurse team, including blood tests/dressings.

48 hour service (for a new or rapidly worsening health problem that require the input of a healthcare professional within 48 hours)

This could be a GP or experienced Nurse Practitioner. Nurse Practitioners are qualified to diagnose and treat a wide range of medical conditions, but will always refer to a GP if necessary.

Demand for this service is very high. We may ask patients to come along within a half hour slot instead of being given an exact appointment time. For example, you may be asked to come between 11.00 and 11.30. This gives the GPs the flexibility to spend as much time as needed with each patient, which will vary from person to person. But it does mean you may have to wait for up to an hour to see the doctor. We would ask you to be understanding and patient and perhaps bring a book to pass the time.

The 48-hour GP Service is suitable for:

- sudden infective conditions such as a cough, earache, sore throat and skin infections that have not responded to self-care at home
- sudden musculoskeletal problems such as back pain, newly-painful joints.
- sudden asthma or a worsening of Chronic Obstructive Pulmonary Disease (COPD).

The 48-Hour GP Service is not suitable for:

- complex medical cases where your GP has started investigations and is in a better position to manage your care
- multiple problems
- long-term mental health problems, unless you are in sudden severe distress
- long-term heart/lung conditions unless there is sudden deterioration
- dental problems

The 48-Hour Service is NOT a drop-in/walk-in service. You will be offered the next available slot.

Practice Nurse Appointments

The practice nurses are available from Monday to Friday during normal opening hours. Due to the specific nature of the clinics, you will be asked to give some brief details of your requirements when booking an appointment. Some letters that we send out have a booking code, please have this handy when you telephone for an appointment.

Booking Appointments

Please telephone or call in at reception during opening hours. Please be aware that we have a high volume of calls on Mondays, the first day of opening after a bank holiday and weekday mornings before 11.00 - it is best to phone outside these hours for routine/non urgent matters.

We recommend the use of our online services for booking routine appointments with your registered GP or with one of our nurse practitioners. Please pick up a leaflet from the information zone.

Appointment Reminders

Appointment reminders may be sent to your mobile phone. The message will take a very simple form: it will be from NHS-No Reply. "Reminder for appointment on (date/time) at The Bridport Medical Centre. Please call 01308 421896 (office hours only) if you wish to cancel this appointment or stop receiving texts."

If you would like to have access to this service, please ensure that your contact details are up to date - do we have your mobile phone number? You can update your details as follows: update/complete the 'Change Contact Details' section on SystmOnline, download a "Change of Details" form from our website to print, pick up a copy from our Information Area or ask for a copy from reception - return paper copies to reception

If you do not wish to receive text message reminders, please speak to one of our receptionists or call 01308 421896. We will NOT send any medical information by this method (without your consent) or share your details with anyone else. If you cannot keep your appointment please let us know, so that the appointment can be offered to someone else.

Chaperones

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred.

Patients are advised to ask for a chaperone if required at the time of booking an appointment, if possible, so that arrangements can be made and the appointment is not delayed in any way. The healthcare professional may also require a chaperone to be present for certain consultations.

You may ask for a chaperone at any point during a consultation.

Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception before 10.30.

Eligibility for home visit

Home visits are discretionary and not a requirement of GP terms and services. Visits are reserved for the following groups of patients:

- The terminally ill
- The truly housebound for whom travel to premises by car would cause a deterioration in medical condition or unacceptable discomfort
- Patients who are severely ill and cannot mobilise

Definition of housebound – confined to one room of the house by nature of illness often with carers attending throughout the day.

GPs will only visit a patient at home if they assess that patient's medical condition requires it. They will also decide on the priority of each visit and how urgently a visit is required.

Situations where visiting is not usually required:

- Common symptoms of childhood, fevers, cold, cough, earache, headache, diarrhoea/vomiting and most cases of abdominal pain. These patients are almost always well enough to travel by car. The old wives tale that it is unwise to take a child out with a fever is blatantly untrue. It may well be that these children are not indeed fit to travel by bus, or walk, but car transport is sensible and always available from friends, relatives or taxi firms. It is not a doctor's responsibility to arrange such transport.

NB In situations where the parent refuses to attend the GP surgery or Out of Hours centre - The safety of the child is paramount in these situations where the parent is not fulfilling their responsibility in making arrangements for travel. Many GPs will visit the ill child first and discuss with the parent later.

- Adults with common problems of cough, sore throat, "flu", back pain, abdominal pain are also readily transportable by car to a doctor's premises.

Common problems in the elderly, such as poor mobility, joint pain, general malaise would also be best treated by consultation at a doctor's premises. The exception to this would be in the truly bed bound patient.

General rules

If a patient is fit enough to mobilise to visit an optician, dentist, relative, local shops or hairdresser, they will be advised to attend surgery.

Exclusions

GPs will not carry out home visits for reasons of convenience or lack of transport. It is the GP's responsibility to resolve the patient's medical problem; it is the patient's responsibility to take all reasonable steps to enable the GP to do this.

Where a patient is not well enough to travel by bus, we expect the patient to arrange car transport (friends, relatives, carers, taxi). It is not the GP's responsibility to arrange such transport. The receptionist is able to provide details of local taxi firms.

When The Surgery is Closed - Emergency and Urgent Care Services

For nights, weekends and public holidays please call NHS 111. Dial 1-1-1.

NHS 111

NHS 111 service was introduced to make it easier for you to access local healthcare services. You can call 111 when you need medical help or advice fast but it's not a 999 emergency. It's fast, easy and free. It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones (pay-as-you-go mobiles should have at least 1p credit)

When should I call 111?

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to the Dorset County Hospital Emergency Department (A&E) or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

However, if a health professional has given you a specific telephone number to call when you are concerned about your condition, continue to use that number.

GP led Walk-in Centre

Weymouth Community Health Centre, Weymouth Community Hospital, Melcombe Avenue, Weymouth DT4 7TB

Tel: 01305 980000

Minor Injuries Unit

Bridport Community Hospital, Hospital Lane, North Allington, Bridport DT6 5DR

Tel: 01308 426245

Open 09.00 - 18.00 seven days a week. Closed Christmas Day - phone to check times for bank holiday

The Minor Injuries Unit at Bridport Hospital is run by nurses who are qualified to assess and treat non life threatening injuries and illness for adults and children. Please note, they can only offer advice for children under one year. No appointment or referral is necessary (see below for opening times). The nurses can:

- organise an X-ray (except for chest, spine or hip problems in adults or children under two). The X-ray service is available Monday to Friday, 09.00 to 16.45
- apply plaster casts
- close uncomplicated wounds
- prescribe a limited range of medications (some pain killers, antibiotics and anti-histamines)
- remove foreign bodies from eyes, nose and skin.

MIU nurses can perform dressings out of hours and at weekends if needed, to fit around work and childcare needs.

For All other Services

For all other services including dentists, pharmacies and Urgent Care visit: <http://www.nhs.uk/service-search>

How to Register

We have an open list and welcome requests for registration from patients living in or moving to the practice area.

The practice catchment area is indicated on the map shown on our website.

There is an online Catchment Area Tool on our website – just enter your postcode. If you have a query, please speak to one of our receptionists.

You can register by bringing along your NHS medical card, completed and signed, to the surgery. If you have lost your card, an alternative form (GMS1) is available. Please also complete the new patient questionnaire. All forms are available from reception or our website.

Change of Personal Details

Title, name, address, telephone numbers or email address.

It is important that your contact details (and those of any dependants) are kept up to date. There are a number of ways in which this can be done: update/complete the 'Change Contact Details' section on SystmOnline, download a "Change of Details" form from our website to print, pick up a copy from our Information Area or ask for a copy from reception - return paper copies to reception.

New Patients

Named GP

At Bridport Medical Centre, all our patients have always had a named GP who is in overall charge of their care. Although this is a new requirement across the country, we always felt there is a benefit for both you and us to have an ongoing and personal relationship within which we provide your care

Patients aged 75 and over

In addition for patients aged 75 and over the named accountable GP will also:

Work with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient

Ensure these patients have access to a health check

Patients' Choice

The practice aims to provide freedom to allow all patients to see a doctor of their choice. This is impossible when individual doctors have reached the maximum amount of patients on their list that they can reasonably expect to deal with. In such situations the list will be closed and no additional patients will be able to register with the doctor. Reception staff will be able to advise you which doctors' lists are open at any one time.

(You can still have appointments with any of our clinicians not just your Named GP.)

New Patient Check

Newly registered patients are invited to arrange a consultation with a health care professional - this is an opportunity for us to obtain important background medical history prior to your medical notes arriving. When you come for your medical please bring along a small specimen of urine (for checking).

Child Health Assessment

Post-natal and six week baby checks are done by appointment with a GP. Other development checks are carried out by the health visitor. Babies should be registered before their assessment.

Services

We offer an extensive range of services including:

- Chronic disease management
- Phlebotomy, blood pressure checks and ECGs
- Adult and child vaccinations
- Cervical screening
- Contraception including coil fitting and implants
- Minor surgery and injections
- NHS Health Checks and new patient checks
- Leg clinic
- Wound care
- Travel advice

Other healthcare providers are on site for physiotherapy triage, cognitive therapy, and contraception and sexual health. Further details are available from our website.

Repeat Prescriptions

Patients should anticipate the need for repeat prescriptions in advance and re-order allowing the appropriate time for the prescription to be processed. We require two working days to produce the prescription.

How to order your Repeat Prescription

Whilst the practice will always try to handle exceptional requests, it must be appreciated that any abuse of the system causes delays for those patients who have submitted requests in the correct way.

On the right hand side of the prescription is a record of the items that may be re-ordered. Please tick the item(s) you require. If you mislay your request form a copy can be obtained from reception. You may re-order repeat prescriptions as follows:

- Bring or post the request slip to the Medical Centre.
- By fax on: 01308 420869
- We can accept online requests. You will need to come to the surgery to register for this service.
- You may make an arrangement with a local chemist who will order, collect and dispense your prescription for you. You will need to allow extra time for the pharmacy to process your prescription.
- Please enclose a stamped addressed envelope if you want us to return your completed prescription by post.

Electronic Prescription Service

Electronic prescribing is available at this surgery.

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

Find out about EPS: <http://systems.hscic.gov.uk/eps> or pick up a leaflet from the information zone.

Batch Prescription Service

Batch prescribing is a new way of getting your medicines without having to ask the doctor for a prescription each time. With these prescriptions you can collect your medicines from the pharmacy at regular intervals for up to 12 months without having to contact your doctor to order your prescription. Your doctor will decide how often you should collect your prescription and how long it will last for. For more information, pick up a leaflet from the Information Zone.

Medication Reviews

We are keen to ensure that patients with ongoing medical problems are monitored regularly. If the date for your next review with a doctor or nurse has passed you may be asked to make an appointment.

Help with Health Costs

For information about getting help with health costs visit NHS Business Service Authority at: <http://www.nhsbsa.nhs.uk>

Test Results

When the clinician orders any tests you may require they will indicate whether you should make an appointment for the results or whether you will be contacted via telephone if any further action is required.

We do not give out results over the telephone in any other circumstances and results will not be given to patients by the reception staff.

Non-NHS Services

The NHS provides most care to patients free of charge, but there are exceptions. Fees are charged for services not offered by the NHS, with certain limited exceptions, for example confirming a patient is not fit for jury service. GPs do not have to carry out non-NHS work on behalf of their patients, however, they will always try to assist. Time spent completing forms and preparing reports takes GPs away from the medical care of patients, so non-NHS work is not completed as a priority – please be aware of this when asking a GP to carry out non-NHS work on your behalf. A leaflet detailing examples of non-NHS work and common charges is available from the information zone or can be viewed on our website. Our current fees for non-NHS work are displayed at reception.

Online Services

The following online services are offered:

- Order repeat prescriptions
- Book routine appointments with doctors
- Cancel appointments
- View past and future appointment information
- Change your personal details
- Receive messages from the surgery
- View your Summary Record - allergies, medications, adverse reactions

You will need to visit the surgery to register for these services. You must be aged 16 or over and should provide proof of identity (photo ID).

The receptionist will provide you with your secure login details; username and password. You will also be given some additional notes and are advised to view the Help Menu when you login to SystmOnline (after registering it is about an hour before you will be able login). It is secure, easy and convenient!

You can also complete and submit forms online such as travel assessment, comments and suggestions and patient group sign-up (print only versions of these and others are also available) - you do not need to register for these, simply visit our website: www.bridportmedicalcentre.co.uk.

Disabled Access

Designated parking bays are located close to the surgery entrance together with drop-off points. There is level access to the building. The surgery has wide doors to allow for wheelchair access and there is good access for the disabled to all of our consultation rooms. Accessible toilets are available throughout the building and there are lifts to first floor services.

Wheelchairs are available for use during the course of your visit if required. Please speak to a receptionist if you require any assistance. A loop system is available for the hard of hearing in the reception desk and doctor's rooms.

Comments and Suggestions

The partners and staff at the practice are interested to know what you think about the services we offer at the surgery. The practice is always looking for ways to improve the services it offers to patients. To do this effectively, we need to know what you think about the services you receive. We welcome constructive feedback - tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers.

Practice Complaints Procedure

If you have a complaint about the service you have received from any member of staff working in this practice, please let us know. The practice operates a Complaints Procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Note: If you make a complaint it is practice policy to ensure you are not discriminated against, or subjected to any negative effect on your care, treatment or support.

How To Complain

In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Amanda Murphy (Deputy Manager) or Eilish Davoren (Practice Manager) who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint.

If it is not possible to raise your complaint immediately, please let us have details of your complaint within the following timescales:

- Within 12 months of the incident that caused the problem

OR

- Within 12 months from when the complaint comes to your notice

The Practice will acknowledge your complaint within three working days.

The Practice will discuss the complaint with you, to agree with you how the complaint is going to be investigated and the timescale for this to be completed.

When the practice looks into your complaint it aims to:

- Ascertain the full circumstances of the complaint
- Make arrangements for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology, where this is appropriate
- Identify what the practice can do to make sure the problem does not happen again

Complaining On Behalf Of Someone Else

Please note that Bridport Medical Centre keeps strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, the practice needs to know that you have their permission to do so. A note signed by the person concerned will be required, unless they are incapable of providing this due to illness or disability.

Complaining To Other Authorities

The practice management team hopes that if you have a problem you will use the Practice Complaints Procedure. However, if you feel you cannot raise your complaint with us, you can contact either of the following two bodies:

Dorset Advocacy

For independent support and guidance during the complaints process

Unit 13-15
Jubilee Court
Paceycombe Way
Poundbury
DT1 3AE

Tel: 0300 343 7000
Email: enquiries@dorsetadvocacy.co.uk
Website: www.dorsetadvocacy.co.uk

NHS England: (who commission Primary Care Services including GP Surgeries)

NHS England

PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 2233
Email: england.contactus@nhs.net

Contacting The Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>

Ombudsman

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

You can call the Ombudsman's Complaints Helpline on 0345 015 4033 or <http://www.ombudsman.org.uk> or Textphone (Minicom): 0300 061 4298

Patient Participation Group

We have a patient participation group at the Medical Centre, developed to:

- Contribute to the continuous improvement of services;
- Help patients take more responsibility for their health;
- Foster improved communication between the practice and its patients;
- Provide practical support and help to implement change.

If you are interested in taking part and would like to join our (virtual) Patient Reference Group, please sign up online or complete a form which is available from the information zone.

The Friends and Family Test

The Friends and Family Test (FFT) is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services.

You can participate in the test via the online link on our website, by using the computer tablet in reception or by completing a paper copy. As this is continuous feedback, you can take part after any/every contact you have with the practice. FFT is voluntary and anonymous. Results will be published on the "Performance" notice board in reception and on our website (where you will also find more information).

It is not a traditional survey. It is a continuous feedback loop between patients and the practice. It comprises two simple questions:

- a core question (which is the same for every practice): "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"
 - a free text follow up question: "Please tell us why you feel that way about our practice."
- For other online methods of offering feedback, please visit our website and click on the link: Comments, Complaints and Suggestions.

How We Use Your Health Records

Access to Medical Records

The practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the medical secretaries for further information.

Patient Confidentiality

- Everyone working for the NHS has a legal duty to keep information about you confidential and this practice retains your information securely;
- We will only ask for and keep information that is necessary. We will keep it as accurate and up to-date as possible. We will explain the need for any information we ask for if you are not sure why it is needed;
- To help us protect your confidentiality it is important to inform us about any relevant changes that we should know about. This would include such things as change of personal circumstance, change of address and phone numbers;
- All persons in the practice (not already covered by a professional confidentiality code) sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty.
- Access to patient records by staff other than clinical staff is regulated to ensure that they are used only to the extent necessary to enable tasks to be performed for the proper functioning of the practice. In this regards, patients should understand that practice staff may have access to their records for:
 - Identifying and printing repeat prescriptions for patients. These are then reviewed and signed by the GP.
 - Generating a medical certificate for the patient. This is then checked and signed by the GP.
 - Typing referral letters to hospital consultants or allied health professionals such as physiotherapists, occupational therapists, psychologists and dieticians.
 - Opening letters from hospitals and consultants. The letters could be appended to a patient's paper file or scanned into their electronic patient record.
- (This list is not exhaustive).

What information about you do we share?

The reason we share your information is solely for the purpose of your direct care. There are currently two ways that this can be processed.

Summary Care Record

A Summary Care Record will, in its basic form, contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had.

Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when your GP practice is closed. Your Summary Care Record will also include data to uniquely identify you correctly.

You can also ask your practice to include additional information such as current conditions on your SCR. It is very straight forward to add but we can only do this with your express permission.

GP Clinical System

From time to time it is helpful for us to be able to share information about your health and care requirements with other health organisations that are responsible for your health care. For a number of years, work has been ongoing to improve the way that medical records are made available to treating clinicians nationally. As a result of this work we are now able to share clinical information between health professionals including other GP practice, child health services, community health services, hospitals, out of hours, palliative care and similar.

Sharing of information in this way is designed to ensure that the healthcare professional looking after you has the most relevant information to enable them to provide you with the most appropriate care. The type of information shared includes a summary of current problems, current medication, allergies, recent tests, diagnosis, procedures, investigations, risks and warnings - all information is currently held in your GP system record (unless marked as private).

Whenever a clinician from another healthcare organisation wishes to view your record they should seek your permission before doing so: if you say "no" they will not be able to see any information. We have automatically set up the sharing facility to allow your information to be shared. However, if you do not wish us to share your information in this way please let us know and we will ensure that your information is not shared.

Sharing information helps clinicians to make decisions based upon wider knowledge of you and also helps to reduce the number of times you or your family members are asked the same question. In short, it assists clinicians to provide more "joined up care".

An audit log is maintained showing who has accessed your record, and when, and you are entitled to request a copy of that log

Other Agencies

The NHS may not be the only government service to provide you with the care you need. It may be necessary for us to provide information to other agencies directly involved in your care. Under these circumstances we will seek your consent before information is shared.

We may request your specific consent to use personal information in research projects or other non-medical aspects of treatment. If you do not wish your information/medical records to be accessed for such a purpose, please inform a member of staff.

FOR MORE INFORMATION PLEASE SEE OUR "HOW WE USE YOUR HEALTH RECORDS" LEAFLET AVAILABLE AT RECEPTION.

Patient Rights and Responsibilities

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. It is your responsibility to keep your appointments, inform us of your past illnesses, medication, hospital admissions and any other relevant details.

The practice charter is available from the information zone or our website.

Patient's Responsibilities

- If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.00am if at all possible.
- An urgent appointment is for an urgent medical problem. Please speak to the receptionist if you require a sick note or repeat prescription.
- We would ask you to be patient if your doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the receptionist.
- Make a separate appointment for each patient that needs to be seen. This allows the doctor enough time to treat each patient with the time they deserve.
- Please act in a responsible and courteous manner whilst on the practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted. You may be asked to register at another surgery if this behaviour occurs.

Patient's Rights to General Medical Services

- To be offered a health check on joining a doctor's list for the first time.
- To have appropriate drugs and medicines prescribed.
- To be referred to a Consultant acceptable to them when they and their GP think it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- To choose whether to take part in medical research or medical student training.
- To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- To receive a full and prompt reply to any complaints that they receive at Bridport Medical Centre.

Violent or Abusive Behaviour

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Let our practice publications promote your business for you!



To place a business building advertising feature in our vitally important Practice Booklets simply phone Veronica Smith now on 0800 612 1516.

Commissioning and Provision of Services

Dorset Clinical Commissioning Group is responsible for planning and funding a number of local healthcare services
DCCG, Vespasian House, Bridport Road, Dorchester, Dorset DT1 1TS
www.dorsetccg.nhs.uk

NHS Commissioning Board

The NHS Commissioning Board is accountable for the outcomes achieved by the NHS and provides leadership for the new commissioning system whilst also providing the support and direction necessary to improve quality and patient outcomes.
www.commissioningboard.nhs.uk

Local Authority Public Health Teams

Responsibility for public health initiatives come under the national body 'Public Health England' and the local authorities: www.dorsetforyou.com

Services

For details of all local services: www.dorsethealthcare.nhs.uk or get the information you need at: www.nhs.uk

Freedom of Information Act

Information is available from Bridport Medical Centre (providing medical services under contract to the NHS) under the Freedom of Information Act model publication scheme. Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the NHS.

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd

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Useful Telephone Numbers

Adult Social Care - Dorset County Council.....	01305 221016
Bridport Community Hospital.....	01308 422371
Community Nurses (District).....	01308 426268
Contraception and Sexual Health Services.....	0300 303 1948
Dorset Advocacy - independent support for patients.....	0300 343 7000
Dorset Clinical Commissioning Group.....	01305 368900
Dorset County Hospital.....	01305 251150
GUM - Department of Genitourinary Medicine.....	01305 762682
Health Visitors.....	01308 428960
Midwives.....	01308 428948
Minor Injuries Unit (Bridport Community Hospital).....	01308 426245
Patient Transport Services.....	0300 777 5555
Podiatry (appointments only).....	0300 303 8630
School Health.....	01308 428961
School Nurses.....	01308 428947
Speech & Language.....	01305 213068
Steps2wellbeing (talking therapies for 18+).....	01305 367051

For a list of our services and other information; keep up-to-date via our website:
www.bridportmedicalcentre.co.uk

Visit the "Information Zone" in the reception area at the medical centre. There is a comfortable seating area where patients can sit and read any of the range of leaflets from the display stands. The leaflets are of course free to take.

A comprehensive health information service is provided by NHS Choices: www.nhs.uk



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