

# COVID-19 PRACTICE INFORMATION

## **The Apples Medical Centre have had to amend certain procedures due to the Pandemic:-**

If you feel you need to see a Doctor please phone the Surgery on 01935 812633 as soon as possible in the morning after 08:00 and one of the Drs will phone you back. We aim to speak to as many patients as we can on the same day but you may find you have to wait until the following day.

Alternatively, please use the e-consult facility on our website, [www.sherborneapples.co.uk](http://www.sherborneapples.co.uk) which has step-by-step instructions.

When you arrive to see a Dr or Nurse or to collect your prescription (after 2pm) please phone us from your car – 01935 812633 and wear a face covering if you have one. If you are on foot there is a new contactless intercom system at the front door.

The Dr or Nurse will collect you from the car park, if you are on foot we would like you to wait in an empty part of the car park to avoid the path becoming congested. When you enter the Surgery you will have your temperature taken and be given some hand gel to apply. You may be asked if you have a cough or temperature.

If you need to pay for your prescription(s) this will need to be done prior to collection by phoning the Surgery and speaking to a Receptionist or Dispenser who can take card payment.

We are unfortunately unable to provide certain services currently including ear-syringing and NHS Health checks.

There is more detailed information regarding Covid-19 available on our website [www.sherborneapples.co.uk](http://www.sherborneapples.co.uk)

**March 2020**

## **THE DOCTORS**

**Dr Greg Miles** Born 1956  
Qualifications: MA MB B. Chir. (1981), DA DRCOG,  
MRCGP, FPA Cert  
Trained at: Fitzwilliam College, Cambridge University  
& St Thomas' Hospital, London  
Joined Practice: 1986  
Hours: Full Time  
Family: Four Children  
Leisure Interests: Rugby, skiing, RSPB, badminton, walking, travel

**Dr Stephen Morris** Born: 1963  
Qualifications: MB BS (1987) DRCOG FPA Cert.  
Trained at: The Royal London Hospital  
Joined Practice: 1992  
Other Appointments: School Doctor - St Antony's Leweston School  
Hours: Full Time  
Family: Married, five children  
Leisure Interests: Painting, photography, music,  
architecture, woodwork, gardening

**Dr Robert Lewis** Born 1969  
Qualifications: MB (1992) DRCOG, MRGCP  
Trained at: Southampton University Medical College  
Joined Practice: 1998  
Hours: Full Time  
Family: Married, two sons  
Leisure interests: Keeping Fit, cycling

**Dr. Angela Tweedie** Born 1975 (Female)  
Qualifications: MA MB B.Chir. MRCP DFFP MRCGP  
Trained at: King's College, Cambridge University  
Joined Practice: July 2014  
Other Appointments: School Doctor - St Antony's Leweston School  
Hours: Part-time  
Family: Married, 2 children  
Leisure Interests: Diving, underwater photography, skiing, netball

# **OUR PRACTICE STAFF**

## **Practice Manager**

Philippa Cannings

## **Practice Nurses**

Joanna Ralph RGN  
Mary Dalison RGN  
Sarah Sutcliffe RGN

## **Health Care Assistants**

Ruth King  
Zoe Malcolm

## **Dispensary Staff**

Gemma Smalley (Manager)  
Sarah Kelly  
Lily Charters

## **Secretary**

Lesley Hiscock

## **Receptionists**

Tracy King (Head Receptionist)  
Tracey Watson  
Laura Jones  
Nicola O'Loughlin

## **Administration**

Ashley Stevens  
Michelle Reilly

## **ATTACHED STAFF**

### **Health Visitor**

Nicky Bouffler, Hannah Winter

### **Midwife**

Vanessa Monk

### **Cancer Care Nurse**

Annette de Donker

### **District Nursing team**

Based at the Yeatman Hospital  
Tel: 01305 361552

# **RECEPTION/SURGERY HOURS**

**Reception Hours:** Monday-Friday 8:00.a.m. – 6:30.p.m.

**Surgery Hours:** Mon-Fri 8:30.a.m. – 12:00.p.m. & 3:30.p.m. – 5:50.p.m  
/4.00pm to 6.00pm

Saturday Surgeries: Once/ Twice a Month (subject to change) 8:30-11:10 am

**Dr. Tweedie:** Monday, Tuesday and Thursday

GP Full days off are:- (commencing from Monday 6<sup>th</sup> January 2020)

Dr. Greg Miles - Thursdays (subject to change)

Dr. Steve Morris - Fridays (subject to change)

Dr. Rob Lewis - Mondays (subject to change)

**Appointments:** Patients routinely book 10 minutes appointments. If you think you need longer please ask for extra time.

**Sick Young Children:** Will always be seen as an extra appointment in the next surgery.

**Phone-in Time: 9:30 a.m.-10:00 a.m. Monday to Friday.**

This is the best time to speak to any doctor. If your doctor is not available, the receptionist will tell you when to call again or a call-back will be arranged.

**How to obtain an Urgent Consultation:**

**Please ask for an urgent appointment for that day.** You will be seen the same day, but not always by the doctor of your choice.

## **HOME VISITS**

### **Routine Home Visits**

If you are unable to attend the surgery and a visit is needed, please telephone your request between 9.00.a.m. - 10.00.a.m. Monday to Friday

**URGENT HOME VISITS - PLEASE TELEPHONE AT ANY TIME AND YOUR REQUEST WILL BE DEALT WITH IMMEDIATELY.**

## When the Surgery is closed

If you are unwell in the evening, overnight or at the weekend:

- **Contact the Dorset Emergency Care Service on 111**

This service is for urgent medical situations – if you, or a member of your family, become ill and you are concerned. It is not for routine enquiries, such as booking an appointment with your GP, repeat prescriptions, test results etc.

A trained member of staff will answer the phone and take some details for you.

They will pass your details straight over to a doctor who will ring you back to ask more about the problem and, with you, will decide the best option for you.

Depending on the seriousness of your condition, this might be:

- ❖ Advice on over the phone,
- ❖ A visit to a local treatment centre
- ❖ A home visit by a nurse, doctor or paramedic.

## How to register

Please ask for a new patient pack at reception. If you wish to register with a specific GP, please let the receptionist know when you book your first appointment.

**A form needs to be completed. Photo ID AND proof of address (Bank statement, utility bill or similar) are required upon registration – (New Patient Questionnaire available on our website)**

## **Online Access:**

[www.sherborneapples.co.uk](http://www.sherborneapples.co.uk)

Please bring photographic identification to reception. We will then issue you with a username and a password to allow you **to book appointments & order repeat prescriptions online.**

## Change of address/personal details:

Please notify reception of any change of name, address, telephone number, next-of-kin or contact details.

# **THE DISPENSARY AND PRESCRIPTIONS**

**Payment can be made by credit/debit card\***

## **DISPENSARY HOURS:**

<b>Monday</b>	<b>8:30 am – 6:15 pm</b>
<b>Tuesday (New hours commencing from 6<sup>th</sup> Jan 2020)</b>	<b>8:30 am – 5:45 pm</b>
<b>Wednesday-Friday</b>	<b>8:30 am – 5:15 pm</b>

Pre-ordered prescriptions can be collected any time the surgery is open

**Monday – Friday** **8:30 am – 6:15 pm**

Via e-mail: [apples.prescriptions@dorsetgp.nhs.uk](mailto:apples.prescriptions@dorsetgp.nhs.uk)

**WEBSITE:** [www.sherborneapples.co.uk](http://www.sherborneapples.co.uk)

Please call into the surgery with **PHOTO ID** to obtain the necessary information to allow you to order prescriptions online.

**Prescription Telephone Line -** **01935 816595**  
**Monday, Tuesday and Thursday** **9:30 am – 11:30 am**

The dispensary is available to dispense medication, appliances and dressings to **any patient who lives more than one mile (1.6km) as the ‘crow flies’ from their nearest pharmacy.** Regretfully by law, we are unable to dispense to anyone closer than this distance.

### **Ordering Repeat Prescriptions:**

Medication Requests will be ready for collection within **2 working days.**

**\*\*Please take into account weekends & holidays\*\***

Paper prescriptions can be sent to your chosen chemist in Sherborne, and they can be collected from there within 2-3 working days.

### **At the Surgery:**

Attached to your prescription is a request form for reordering medication.

Tick only the items required & indicate if you wish the prescription to be sent to a nominated chemist, collected from the surgery or dispensed. Hand the completed request form to a receptionist or place in the box to the right of the dispensary.

### **Online Access:**

**[www.sherborneapples.co.uk](http://www.sherborneapples.co.uk)**

**Please bring in photo I.D. We will then print off the relevant information and issue a password to allow you to book appointments & order repeat prescriptions online.**

**By Email:** (for prescription requests only)

**[apples.prescriptions@dorsetgp.nhs.uk](mailto:apples.prescriptions@dorsetgp.nhs.uk)**

**By FAX:**

01935 817484

**By Post:**

Post the request form to the dispensary at the surgery address. (If you would like the prescription returned by post, please enclose a stamped addressed envelope).

**By Telephone:**

01935 816595

This is a **dedicated line** for prescription requests and enquiries

**Monday, Tuesday and Thursday, 9:30 am – 11:30 am**

## **Urgent Medication:**

For an **urgent** supply of medication when the surgery is closed, **contact a pharmacy** and take along the **medication packaging** or your **repeat medication slip** to get an emergency supply. **Please do not contact the Out of Hours GP service**

## **Waste Medicines:**

Please return any unwanted and out of date medicines to the dispensary for safe disposal.

## **Sharps Boxes:**

Please return any full sharps boxes to the dispensary and we will replace it. (Registered patients only).

## **Information:**

Please speak to any of the dispensers for any information regarding prepayment certificates, leaflets on entitlement to free prescriptions or HC2 forms for students to claim free prescriptions.

**Payment can be made by credit/debit card\***

**\*Please note that we do not accept American Express cards**



# **SERVICES**

**The Practice provides complete medical care including:**

Asthma Care  
Advice on alcohol intake  
Cervical Smear Tests  
Counselling  
Diabetic Care  
Dietary & Exercise advice  
Family Planning & Contraception  
Full Maternity Medical Services  
Health Promotion Screening  
Minor Surgery procedures  
Smoke-Stop Clinics  
Travel advice/vaccinations  
Yellow Fever Clinic  
General Health Checks

## **Asthma Care**

We encourage all asthmatic patients to see us at least annually to review their symptoms, self-management and treatment.

## **Diabetic Care**

All diabetic patients are regularly monitored and have an annual review in our Diabetic Clinic. Care is sometimes shared with the hospital

## **Cervical Smear Test**

All women under 65 years of age should have a cervical smear test every 3 years. If you have not had a test within the past 3 years, please make a joint appointment with the nurse/doctor.

## **Family Planning & Contraception**

Full services available including pre-natal / pre-conceptual / infertility and contraceptive advice. We also offer:

- Emergency contraception (morning after pill) within 72 hours.
- Confidential services for the under 16's.
- Advice on safer sex.

- Leaflets on contraception and sexual health.
- Referral for termination of pregnancy.

### **Health Promotion Screening**

Full health screening, with emphasis on prevention of heart disease, and cancer, can be carried out by appointment with the doctor or practice nurse.

### **General Health Checks**

**Men:** include advice on testicular self examination, diet, exercise, alcohol intake, blood pressure, urinalysis and weight checks.

**Women:** include a cervical smear test, breast examination, advice on diet, exercise, alcohol intake, blood pressure, urinalysis and weight checks.

### **Minor Surgery**

Various minor surgery procedures e.g. removal of simple cysts, moles, warts etc., as well as musculo-skeletal injections, can be performed in the surgery.

### **New Patient Check**

If you are taking **REGULAR MEDICATION** this needs to be with a GP rather than a Practice Nurse. Please bring your repeat slip/medications with you.

### **SmokeStop Clinics**

All patients wishing to stop smoking can be referred by their GP to our SmokeStop clinic. These are run both at the surgery and in the local community.

# OUR HEALTH CARE TEAM

The following personnel are attached to the practice and are available to give advice within their own fields but can always refer patients to the doctors when needed.

## **Practice Nurses**

Our Practice Nursing Team can treat or advise on:

Chronic Disease Management, dressings, injections, immunisations, blood tests, ear irrigation, blood pressure monitoring, weight checks and travel health and vaccinations. They can also carry out full health promotion screening - a 30-minute appointment is required

## **District Nurses**

Our nurses work closely with the doctors, and other professionals, and are able to provide treatment at home. The nurses can advise about care and convalescence after discharge from hospital. They can also advise on general health care, chronic disease management and give help, information and support to carers. Messages for the district nurses can be left at Reception or on their answer phone at

**The Yeatman Hospital – 01305 361552.**

## **Health Visitor**

The Health Visitors role is to support the family and promote Public Health

The Health Visitor admin team are based at the Weymouth Hub 01305 361071. Our receptionist can help if there is no reply.

## **Midwife**

The Midwife cares for all expectant mothers, both before and after the birth of their babies. In some cases she may be involved with the births in Yeovil Maternity and at home. Antenatal clinics are held every other Tuesday afternoon. Messages for the midwife can be left at Yeovil Hospital Maternity Reception telephone: **01935 384449. Midwife appointments can be booked through Apples reception.**

## **Community Mental Health Team**

The team members work closely with us to care for patients with psychiatric problems, enabling them to live in the community. They also help with the treatment of various problems such as depression, anxiety, stress related illnesses, confusion & memory difficulties, and bereavement. They can also give support and advice to carers and family members.

The team can be contacted on their own telephone number: **01935 816552**.

For counselling, talking therapies and cognitive behaviour therapy patients can self-refer to Steps2Wellbeing, further information can be found here: <https://www.steps2wellbeing.co.uk/>

## **Dorset Cancer Care Nurse- Annette De Donker**

The Dorset Cancer Care nurse works alongside the doctors, nurses and other professionals to give advice, support and care to patients living with cancer. This help is offered either when cancer is diagnosed or at any time during the illness, and extends to the whole family if needed. The nurse helps patients, their carers, and any family to achieve the best possible quality of life.

The nurse can be contacted via the **Yeatman Hospital 01935 813991** or a message can be left for her at the practice reception.

## **OTHER SERVICES AVAILABLE**

### **Physiotherapy**

Our physiotherapist is based at the Yeatman Hospital, Sherborne. A doctor's referral is not necessary, and you can self-refer. Further information can be found at <https://www.dorsethealthcare.nhs.uk/patients-and-visitors/our-services-hospitals/physical-health/outpatient-physiotherapy-service>

# CLINICS

<b>Ante-Natal/Post Natal</b>	-	Every other Tuesday p.m. <b>(by appointment)</b> Midwife present.
		Ante-Natal care is shared between midwife and doctor.
<b>Diabetic</b>		By arrangement/Thursday 2.00pm to 5.20pm with the Practice Nurse
<b>Child Immunisations</b>		Every Tuesday morning at 9.30am A letter will be sent when your child is due for Immunisation.
<b>Health Visitor</b>		Will be held on Mondays/Tuesdays afternoons from 1.30pm to 3.30pm. Please telephone Apples reception for an appointment with the Health Visitor.
<b>Dietician</b>		By referral.
<b>Chiropodist</b>		By referral

## **CONFIDENTIALITY**

All staff, including attached staff, working at the practice are bound by confidentiality clauses in their contracts of employment, which prevents release of any information about you to any party.

Information about you can only be given to outside bodies, with your signed consent, which will be held in your records.

## **ACCESS TO MEDICAL RECORDS**

Access to Medical Records is available within the restraints of current legislation.

## **PRACTICE CHARTER**

You will find our Practice Charter displayed in the Reception Waiting Area. A copy of this is on the following page. This tells you about the standard of service you may expect from us and our main responsibilities to you. It also gives examples of your responsibilities to us.

## **DATA PROTECTION ACT/GDPR (25<sup>th</sup> May 2018 full privacy notice is on the website)**

The Practice is registered under the Data Protection Act. Information is held for Practice/NHS use only.

## **REMOVAL OF PATIENTS FROM PRACTICE LIST**

The Apples Surgery aims to provide the best possible health care for their patients. However, there may be circumstances when it would be considered reasonable, or in the best interests of the patients, to remove patients from the list.

### **Situations which justify removal**

1. Violence
2. Crime & Deception
3. Distance
4. Embarkation
5. Failure to attend pre-booked appointments
6. Irretrievable breakdown of the Doctor-Patient relationship

The surgery has a procedure for removal from GP lists, if you require a copy please ask at reception.

## **COMPLAINTS PROCEDURE**

We always try to give the best possible services, but there may be occasions when you feel this has not happened. We offer an informal in-house complaints procedure, but this does not deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you identify or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Primary Care Trust if you so wish. Nor does it affect your right to seek compensation in law.

### **HOW TO MAKE YOUR COMPLAINT**

You can either telephone or write to our practice manager, Mrs. Philippa Cannings, who will take the details of your complaint and discuss how best to proceed with the investigations. If you prefer, you can obtain a complaints form from reception, which tells you what to do. Your complaint will be acknowledged within two working days.

### **COMPLAINING ON SOMEONE ELSE'S BEHALF**

Please note that a patient's signed consent will be necessary if the complaint is not made by that patient in person. Details are on the complaints form. If investigation of the complaint requires consideration of the patient's medical records, the Practice Manager, Philippa Cannings will notify the patient, or the person acting on their behalf, if the investigation is to involve disclosure of information contained in the records to a person other than the doctor or a partner, a deputy or an employee of the doctor.

### **WE ARE COMMITTED TO DEALING WITH COMPLAINTS SWIFTLY**

You will normally be offered to take part in a meeting within seven days. Occasionally, if we have to make a lot of enquiries, it may take a little longer, but we will keep you informed. You may bring a friend or relative with you to the meeting. Where possible we will provide you with an explanation and discuss any action that may be needed. We hope that by the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to take your complaint further, we will direct you to the appropriate authorities who will be able to help you.

### **The details of our local C.C.G. are as follows:**

Forston Clinic  
Dorchester  
Dorset DT2 9TB

## **NAMED GP**

All patients of The Apples Medical Centre have a named GP who is responsible for their overall care.

Patients are able to contact the practice if they wish to know who their named GP is, and if they have a preference to which GP that is, the practice where possible will make reasonable efforts to accommodate this request.

Our practice manager is Philippa Cannings and should you have any questions please do not hesitate to contact the surgery.



## PRACTICE CHARTER

### OUR RESPONSIBILITIES

We will treat you with courtesy and respect. Your confidentiality is our priority

We do our best to be accessible. We aim to offer an appointment with a Doctor within two working days.

You will always be able to see a doctor the same day if your problem is URGENT.

We will try to see you within 30 minutes of your appointment time. We will offer you an explanation if we exceed this.

We will strive to ensure that your repeat prescriptions are accurate and ready for collection at the agreed time.

When we order tests or X-rays, we will tell you how and when to obtain the results.

We will visit you at home if you are too unwell, or infirm, to be brought to the surgery.

We will maintain accurate medical records.

We all try hard to get things right, but welcome your suggestions and complaints if we don't succeed.

### YOUR RESPONSIBILITIES

We ask that you treat the doctors and all practice staff with the same courtesy and respect.

Please understand that a particular doctor may not always be available due to other commitments at the hospital, study days, holidays etc.

Please don't ask for urgent appointment for non-urgent matters.

Please bear with us if we are running late. On another occasion it may be you that needs the extra time.

Please remember to order your repeat prescriptions before you run out of medication.

Please do not call before the suggested time.

Facilities for examination and treatment are better at the medical centre and the less time we spend traveling, the more time we have for patients. **Please do not ask for a home visit unless it is absolutely necessary.**

You have a responsibility too. **Please remember to tell us if you change your name, address or telephone number.**

Please read our Practice Leaflet, which tells you how to make your views known.