

Walford Mill Medical Centre

36 Knobcrook Road, Wimborne, Dorset. BH21 1NL

Telephone 01202 886999

www.wimbornegp.co.uk

walford.mill@nhs.net

Dr Anne Elder MBChB, DCH
Dr Kate Evans B.M., MRCGP, DRCOG, DFFP
Dr Simon Wright MBChB
Dr Sahel Wright MBBS

Dr Catherine Hukins BSc, MBBS, DRCOG, MRCGP
Dr Jon Maycock MBChB
Dr Sumit Aggarwal MBBS, MRCGP, DROG

Welcome to Walford Mill Medical Centre

“Providing patient centered care in a timely and equitable way”

How can I help this patient?

Patients leaving the UK for more than three months are not normally permitted to continue to be registered with a GP Practice. However, such patients are welcome to re-register with us if they subsequently return to the UK.

Patient Information

Surgery Opening Times: Monday – Friday 08:00am – 18:30pm.

Extended Hours: Monday & Tuesday 18.30-19.45 and 1 Saturday per month for pre- booked appointments only.

Car Parking: The surgery has free, onsite parking. There is also a public car park within yards of the surgery adjacent to The Walford Mill which is a pay and display.

Disabled Access: Our surgery has disabled access and facilities. If access presents a problem for you, please let our Patient Services Team know and they will do their best to assist.

Language/Translation: We have access to an online translation services 24 hours a day, 7 days a week.

- Patient checklist:**
- Read the Walford Mill Medical Centre patient leaflet below
 - Register for online services at the reception desk
 - Inform us of your chosen pharmacy for electronic prescriptions
 - Add Healthier Together website to your internet shortlist
 - Be clear on consent to share and the benefits to patient care

If you have any questions, please just ask our helpful team

GP Practice Contracting

GP practices hold a standard contract with the NHS which sets out the basic services patients should be able to receive. You will find variations in the services on offer nationally and even between local practices. This is usually due to how a service is contracted between the NHS, Integrated Care Board, and individual practices. Some services are shared between practices through shared contracts via our primary care network or provider company Castleman Healthcare. You can visit www.castlemanhealthcare.co.uk for more information on how we work collaboratively with our local practices.

Our Doctors

Dr Anne Elder MB ChB DCH (Bristol 1988) is a Partner in the Practice and has been a General Practitioner in Wimborne since 1995. Dr Elder has a special interest in Paediatrics.

Dr Simon Wright MBChB MRCGP is a General Practitioner who has been with the Practice since 2013. Dr Wright has a special interest in ENT (ear, nose and throat) and musculoskeletal medicine.

Dr Kate Evans MB MRCGP DRCOG DFFP (Soton 1995) is a General Practitioner who has been with the Practice since 2003. Dr Evans has a special interest in child health.

Dr Catherine Hukins MB ChB DRCOG MRCGP is a General Practitioner who has been with the Practice since 2012. Her specialist interests include women's health and dermatology.

Dr Jonathon Maycock MB ChB MRCGP is a General Practitioner who has been with the Practice since 2013. He also specialises in Men's Health & Urology.

Dr Sumit Aggarwal MBBS MRCGP DROG Cert in NSV is a General Practitioner who has Practiced in West Dorset for over 10 years. His specialist interests are dermatology and respiratory.

Dr Sahel Wright MBBS is a General Practitioner who joined the practice in 2017.

Emily Ryall is a specialist triage nurse who supports our GPs. She is an experienced nurse prescriber and runs urgent same day clinics.

Abbie Chant is an Advanced Nurse Practitioner who runs urgent and same day clinics.

Sarah Faulkner is our Practice Business Manager and is responsible for the Practice overall, including the business aspects of general practice.

Teresa Calliss is our Assistant Practice Manager, complaints lead, and is responsible for the day to day running of the Surgery.

Sally Naylor is our Patient Services lead and is responsible for overseeing the care navigators in our Patient Services Team.

Your suggestions and comments are always welcome by email walford.mill@nhs.net or through our Patient Services team at reception.

Our Nursing Team

Gina Hartley and Stephanie Strudwick, our Practice nurses provide cervical smears, baby immunisations, dressings, wound management, NHS travel, vaccinations, and long-term condition reviews. Gina specialises in diabetes care and Steph in respiratory such as asthma and COPD.

Shirley Bagg is our experienced Healthcare Assistant who undertakes phlebotomy, ECGs, basic wound care, some vaccinations, and certain health checks. Shirley works closely with the clinical team providing other support as needed.

Health Visitors

The health visiting service works with children and their families to promote health and wellbeing from the antenatal period up until five years of age. Your health visitor is located in a local hub and will be notified about your pregnancy from maternity services and will contact you in the antenatal period, between 28 weeks and birth. This contact will be to introduce you to the service, give you advice and support leading up to the birth of your baby, and give you details of our further visits to you. Please visit the website for more information. www.dorsethealthcare.nhs.uk/healthvisiting

District Nurses

District Nurses provide nursing home visiting services for those who are too unwell to leave their homes. This team is based in a local hub. They can be contacted on 01202 884559. For any question regarding their services, i.e. when they may be visiting you, please contact the district nurses directly.

Patient Services Team

The Patient Services team at the surgery is headed by Sally Naylor, our Patient Services Lead. Our team of care navigators are keen to assist patients in any way possible and they provide an important link between the patients and the clinical team. They liaise constantly with the doctors and nurses through the day and use our in-house electronic messaging system to ensure your messages and queries are passed on to the relevant person. They act specifically on the doctors' instructions to communicate information to patients. When speaking to our care navigators, please give them as much information as possible to enable them to deal with your concerns safely and efficiently. They do not offer medical advice, however they do have a vast range of knowledge and will be able to resolve queries and direct you appropriately. They act, and are trained in, the strictest confidence. Please help them to help you by answering their questions as this will be information that doctors, and other clinicians have asked them to obtain.

Administration Team

The Practice has several staff administering systems such as patient referrals and recalls for health screening.

Our Services

As well as providing General Practitioner services, we offer a range of nurse led clinics and other NHS services to meet patient needs.

Health promotion and preventative medicine

It is our policy to pursue preventative medicine for all patients. All our health care professionals are able to advise on illness and disease prevention.

Disease Management Clinics

Our Practice nurses run a variety of special clinics for asthma, COPD, diabetes and heart disease. Patients with these conditions are invited to attend at regular intervals for their health reviews.

Cervical Smears

It is recommended that those with a cervix aged 25-49 years have a smear test every three years and women 50-65 years have a smear test every five years unless they have had this removed. Patients will be informed when their smear test is due.

Contraceptive Services

Contraceptive advice is offered by all the doctors and Practice nurses.

Child Health Surveillance

Ante-natal baby checks are carried out by the midwifery team. Additionally, the health visitors arrange regular baby checks. Appointments will be sent to parents for scheduled checks.

Child Immunisations

Children's vaccinations are carried out by the Practice nurse. Immunisations are essential for protection against potentially debilitating, or even fatal diseases. You will be sent a reminder by child health to book these immunisations with us. If you have any worries or concerns about your child receiving vaccinations, our doctors and health visitors are available for advice.

Immunisations

Particular groups of patients require immunisations such as influenza, pneumococcal, herpes zoster, etc. in relation to their age/illnesses. The surgery will invite you as appropriate to receive immunisations should you fall within the criteria for recalls.

Travel Health & Immunisations

Please ask our Patient Services team if you need travel advice or if you may need immunisations. Some travel immunisations need to be administered up to three months before you travel. We suggest you discuss these as soon as your travel arrangements are made. It is also wise to check before making late bookings for travel to non-European destinations. Not all immunisations are covered by NHS, some vaccines are chargeable.

Carers Support

The surgery is committed to providing help and information for carers. If you look after someone who is a relative, friend or neighbour and they are unable to manage without your help, please inform our Carers Lead at the surgery who will be able to give you information, contact numbers etc. to give you support.

Other information

PCN Services

There are several specialist health professionals available to assist in the care of all patients registered within our Primary Care Network. These professionals can be booked through Patient Services or through a GP referral:

- Health Coach
We now have a specialist health coach within the surgery to support you to feel more confident about managing your health and the impact it has on your day-to-day life. Our health coach is part of our team here to support you. Lots of patients and their carers say how hard it is when healthcare professionals only have 10 minutes, but health coaches have up to 45 minutes for each session to listen to you and support you.
- Social Prescriber
Our Social Prescribers help patients to improve their health, wellbeing and social welfare by connecting patients to community services which may be run by the council or local charities.
- Paramedic
Carry out home visits for vulnerable people that require clinical assessment and diagnosis.
- Frailty Nurse
Working closely with frail patients to ensure they have the correct support and care plans in place.
- Specialist Diabetes/Respiratory Nurse
Doing Diabetes/respiratory reviews and monitoring patients with complex conditions.
- Mental Health Practitioner
Seeing patients with mental health concerns and existing diagnoses.
- Serious Mental Illness Clinician
Doing physical health checks on people who have serious mental health illness.
- Pharmacy technician/Pharmacist
Pharmacy professionals play an integral role in helping patients to make the most of their medications. Engaging with patients and liaising with other healthcare professionals in both primary and secondary care to support safe and effective use of medicines.
- MSK First contact practitioner
FCP services offer patients access to an expert Physiotherapist at their very first contact in their GP practice. This ensures patients receive expert assessment and advice for their muscle, joint or bone condition and frees up time for GPs to help patients with other, more medical problems.

Mammograms

Poole Hospital NHS Foundation Trust's mobile breast screening unit visits our area at regular intervals and mammograms are offered to women aged 50-65 years.

Bowel cancer screening

The NHS offers a national bowel cancer screening programme. All patients aged 60-74 are invited to do a home test every 2 years. You should always see your GP if you have any symptoms of bowel cancer at any age.

Online Services

We use online services to provide you with the most stream-lined patient care. We use an online consulting service where you can enter your symptoms through our website www.wimbornegp.co.uk and you will receive further instructions within a few hours. You can also order your repeat prescriptions, book appointments, view test results and access your basic medical record online.

NHS App

The NHS App is available on IOS and Android. The app can be used to order repeat prescriptions, book appointments, view your health record, get your NHS covid pass, register your organ donation decision as well as getting health advice.

Things to consider when accessing your record online

Basic Record

The basic 'summary record' includes booking appointments, viewing future and past appointments, viewing allergies, sensitivities, medications both acute and repeat and requesting repeat medications. You can also view test results including blood tests and x-rays/scans.

Forgotten History

Please be aware that there may be something in your record that you have forgotten about that you may find upsetting.

Choosing to share your information with someone

It is entirely up to you whether or not you wish to share your information with others – perhaps a family member or carers. As it is your choice, it is also your responsibility to keep your information secure. We do recommend you double check your record before allowing another person access to it.

Misunderstood information

Some of the information in your record may be highly technical, written by specialists and not easy to understand. After all, it is designed to be used by clinical professionals. If you feel you would like further clarification, please contact the surgery.

Seeing results before the GP/hospital

You may see a result before a GP. You may also see hospital results that are copied to the practice but not interpreted by our doctors. We recognise that this has the potential for causing some distress to patients however there is currently no IT restriction available to prevent this from happening. When undergoing serious investigation, we always recommend you await your results from the clinician involved in the investigation and do not try to interpret these online.

Keeping your records up to date

If you spot something in your records that appears to be an error, please contact the surgery at your next availability. Please keep us up to date on any contact details that may have changed, such as telephone numbers or addresses.

Non-NHS Medical Examinations and Services

Some services fall outside of the NHS contract and charges are made for these in most practices. Please ask our Patient Services team for more information. These include:

- Private medical certificates
- Various medical examinations for sport, school and pre-employment
- HGV licences
- Elderly driver's forms
- Some immunisations, especially those for travel
- Completion of holiday cancellation forms
- Letters to third parties

Our Appointment Systems

If you are unsure who is the most appropriate clinician for you to see, please ask our Patient Services team at reception for advice. Please let us know your requirements and we will happily transfer you to the correct department if needs be.

Making a doctor's appointment

You can make doctor's appointments online or by telephoning our Patient Services' team. We pride ourselves on giving our patients choice in which clinician they would like to see. Make sure you book ahead into our pre-book appointments. If you have an urgent medical problem that cannot wait until the next pre-booked appointment, we offer same day appointments. These will either be a telephone call with a doctor, or you can come to the surgery to see our specialist triage prescribing nurse, Emily, who is able to diagnoses, manage and prescribe for all acute conditions.

Under 16's same day telephone calls

You can request these appointments by giving us a call at Patient Services, where we will book a same day telephone call with a clinician or offer you to come and see our specialist triage nurse, Emily. We will give you details to access the Healthier Together website. www.what0-18.nhs.uk This is a website we work alongside which is designed to be the first port of call for patients of all ages, particularly parents of children under 16.

You can look up symptoms you or your child/children are experiencing and when it is appropriate to call a GP. It will also outline red flags to look out for and when to call 999 if necessary.

You may already be aware of the website; please just let us know if you are.

Making a Nurse appointment

You can request a nurse appointment by telephoning our Patient Services team. It is important, when making a nurse appointment, for you to tell the Patient Services team the reason for the appointment. All nurses have the qualifications to carry out procedures however, they may vary.

Making an online appointment

You can book appointments online via our service system on our website www.wimbornegp.co.uk. You just need to register for online services with our Patient Services team. Just bring a form of photographic ID into reception and we can issue you with a username and password.

Arriving for your appointment

An electronic automated check in system is located in the entrance lobby at the surgery. Patients are requested to follow a few simple instructions on the touch screen to register their arrival. This will automatically update the system and make the doctor/nurse aware that you have arrived. You can also let reception know you have arrived if you prefer to do so.

Ways to get the most from your appointment

- Think about what you want to get out of the consultation.
- Concentrate on one problem per visit or request an extended appointment for multiple issues.
- Don't ask the doctor/nurse to squeeze in another family member to your current appointment.
- Please arrive promptly for your appointment.

Home Visits

Are for patients who are too ill or physically unable to attend the surgery.

We prefer patients to attend the surgery for the following reasons-

- The doctor will be able to make a more accurate diagnosis if you are examined on a firm examination couch, with good lighting, and the correct examination equipment to hand.
- Should the doctor require further tests, such as blood tests or an ECG, this can be done at the same time.
- Other health professionals are available, i.e. nurses, to assist in examinations
- Several patients can be seen in the surgery in the time it takes a doctor to see one patient at home.

On rare occasions, where you are completely unable to visit the surgery because you are too ill or physically unable to leave the house, please telephone the surgery as early in the day as possible (before 11:00am). The doctor will often telephone you prior to the visit to ascertain the urgency of the visit.

Prescriptions

- You can order your repeat prescriptions either:
- Online
- By placing the slip in the box at the Surgery entrance
- By posting it to us

Prescriptions take a minimum 3 working days to be processed and signed by a GP. They will then be sent to your chosen pharmacy who may have to order stock in so please allow time for your prescription to be processed (*time may be increased at busy periods such as bank/public holidays*).

As the majority of our prescriptions get sent to your chosen pharmacy electronically, please help us by

- Informing the reception team of your chosen pharmacy
- Ordering all items you need at the same time
- If you no longer use medication, please tell us
- Do not over order or stockpile medication that you no longer use
- Do not order medication for other people on your repeat slip, even if they have it prescribed for them. This will show on our system that you are overusing the medication.
- Please allow enough time for the prescription to be generated before you run out of your medication, but no earlier than 14 days before.

Test Results

All test results requested by the doctors are returned from the laboratory electronically to the doctor who will comment on the result. Should your result need further action the doctor will ask one of the team to contact you with the result giving instructions on changes to medication or any other action/advice you will need. Unless we have signed consent from the patient, and you are the named person to whom the patient has given consent, we are unable to give the result to any person other than the patient. If you are advised to telephone for your result, please do so after 14:00hrs. You may be able to view your results online. Please see our section above on things to consider when accessing your record online.

If you have tests arranged by the hospital you will need to get the result from the hospital you visited. These results are not usually available to the doctor. In this instance you can either contact the department you visited or the Consultant's secretary.

Self-Treatment and Common Illnesses

Many conditions can be treated without consulting the doctor. For help and advice on how to treat common conditions at home you can;

- Use our online consultation system which you can find on our website.
- Speak to your local Pharmacist about over the counter remedies or request a GPCPS referral directly to a pharmacy of your choice through Patient Services.
- Visit the NHS Choices website at www.nhs.uk

Patient confidentiality

Please note, we are unable to discuss any clinical information with anyone other than the patient themselves unless we are given written consent from the patient. This ranges from appointments through to test results. Please find our consent to share with third party form on our website or ask at reception.

If your child is over 16, we are only able to book appointments on the patient's behalf, as long as the patient is aware an appointment is being made for them. We are unable to cancel or rebook an appointment or discuss the patients care with a parent/relative beyond the age of 16.

In some cases, children aged 13 and over may wish to take responsibility for their own health needs. Where a patient is deemed to be competent in making decisions through a GP assessment, this is acceptable, and care will be managed directly with the patient.

Online access for parents of children is restricted at 13 years old. Young people aged 13 and over can request access themselves which will be granted with the permission of the GP. It is up to the patient if they wish to share their password with parents/carers.

If we contact a patient via telephone and they are unavailable to speak to us at that given time, we will either leave a message on an answer phone or with a family member to contact us directly. *We are unable to give any information as to what the telephone call is regarding.* Whilst we understand that sometimes this can be inconvenient, it is important we adhere to confidentiality procedures. Please email us at walford.mill@nhs.net if you have any queries regarding this.

Complaints and Compliments

Our aim is to give the highest possible standard of service. However, if a problem occurs, we have a complaints policy which will ensure your concerns are promptly and thoroughly investigated. Our Patient Services team will be happy to provide you with a copy of the policy, which meets with NHS standards on request. We also welcome suggestions, comments, and compliments. You can email us at walford.mill@nhs.net where your email will be passed on directly to Teresa Calliss, our Assistant Practice Manager and Complaints Lead.

Violence and Abuse

Please treat our staff with respect. We understand that patients who are concerned about their health do not always behave in a manner that is typical of their normal character. However, the Practice has a duty of care to both its staff and patients. Therefore, any abusive or threatening behaviour, both verbally or physically, will be taken very seriously by the Practice and may result in you being removed from our patient list.