



### **Surgeries**

Opening Hours: 0800 – 1830hrs (weekdays only)

Surgery Time 0830 – 1150hrs and 1500 – 17:50hrs Monday - Friday

### **New Patients**

Patients requesting to join the practice will be asked to do the following:

- 1 Confirm their residency in the UK and our catchment area with ID
- 2 Complete a GMS1 registration form – pick up from reception or download from website
- 3 Complete a New Patient Health Questionnaire which will then be screened by the Practice Nurses/ Health Care Assistant.

Any information contained in the questionnaire which would indicate the need for an appointment with either a GP or the Practice Nurse will be followed up with a letter or telephone call to the patient to book an appointment. We recommend patients have a new Patient Health check to gather some basic health information for you and see if there are any particular areas of your health we need to be aware of this includes blood pressure and routine testing.

### **Appointment System**

We operate a system where you will be allocated a personal doctor. We at The Gainsborough Practice are committed to delivering high quality medical care to all our patients, and we believe the best way to achieve this is to provide you with your own regular doctor who will see you for all your doctor appointments. When booking your appointment, it would be very helpful to the staff if you would give a brief explanation as the nature of your appointment.

Appointments may be made, either in person or by phoning reception, on **01344 428742**. You can prebook routine appointments normally up to 4/6 weeks in advance (subject to demand), and a limited number of urgent appointments are also available 24hours ahead. Telephone consultations are also available for medication queries or other purposes.

If your problem is **urgent** you will be seen within 24 hours, by either the Triage Nurse or a Doctor. A triage nurse is available twice daily to advise and treat acute conditions.

If you are unable to attend for your appointment please ring in plenty of time to cancel ideally minimum of 24 hours notice, so that another patient can be booked.. Annually, we lose a number of vital appointments through patients failing to attend the surgery. This helps to avoid wasting appointments other patients in need could have used.

## **WHO DO I NEED TO SEE?**

### **PRACTICE NURSE**

Nurses can advise on many minor illnesses and may prescribe some medication where necessary in-conjunction with a doctor:  
Blood Pressure Monitoring, Chronic Heart Disease (CHD), Cervical Smears, Contraception / Family Planning including Coil checks and removal, Children's Immunisations, Diabetes Monitoring, COPD & Asthma, Diet / Lifestyle Advice, General Health Advice, Ear Syringing, Repeat Medication & Reviews, Travel Vaccinations and Advice, Removal of Stitches.

### **TRIAGE NURSE**

Minor illnesses including Common Colds & Flu, Chest Infections, Sore Throats, Constipation, Vomiting/Sickness and Diarrhoea, Cuts and Grazes, Burns, Cold Sores, Earache, Eye Infection, Eye Injuries, Hayfever, Asthma, Headaches, Insect Bites, Rashes, Urine Infection, Bruised Ribs

### **HEALTH CARE ASSISTANT (HCA)**

New Patient Health Checks, Removal of Stitches, Blood Pressure Checks, Dressings, ECG's, Diet and Life Style Advice, NHS Healthchecks, Vitamin B12 injections, BP and 24 hours BP monitoring and Phlebotomy (blood test) services.

### **RECEPTIONIST**

Booking Appointments, Repeat medication requests, Update contact information, registrations, Set up patients for online services, Sickness certificates & Fit to Work note extensions/queries etc.

### **SECRETARIES**

Insurance Forms, Referral letters, Medicals, Fit to Fly letter, Hospital Transport.

### **GP's**

Chronic illness; Minor Surgery; Urgent Medical Problems including abdominal & back pain; Referrals; Change of Medication; New Patient Medication review.

### Healthcare Partners

The Gainsborough Practice works along with the NHS England Team, Bracknell & Ascot Clinical Commissioning Group and the other health care providers in this area to serve the population of Bracknell. Key Contact information is provided below.

NHS England Thames Valley Team - Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxfordshire, OX4 2LH Telephone: 01865 963800

Bracknell and Ascot CCG (BACCG)

King Edward VII Hospital, St Leonards Road, Windsor, Berkshire, SL4 3DP

Telephone: 01753 636872

Email: BACCG.BACCGenquiries@nhs.net

### Rights and Responsibilities of Patients:

- Patients have the right to be dealt with in a professional and courteous manner by all practice staff and employees.
- Patients have the right to data protection and patient confidentiality.
- Patients are expected to use the services of the practice in a sensible and appropriate manner.
- Patients are expected to notify the practice of changes in their personal details including changes of name or address including email and mobile.
- Patients are expected to notify the practice when they are unable to attend appointments.
- Patients are expected to act responsibly and appropriately whilst on practice premises.
- Patients are requested to give as much detail as possible to enable the reception staff to sign post them to the most appropriate service.
- **This practice operates a 'Zero Tolerance' policy regarding physical or verbal abuse against or towards any member of practice staff.**

### Emergency Calls and Out of Hours Calls

A receptionist will take your calls on weekdays between 0800hrs and 1830hrs on **01344 428742** by then contacting the duty doctor or triage nurse, The duty doctor will then advise you. When we are closed and at weekends you call the Out of Hours Service **NHS 111 by dialling 111**.

You may be asked to attend the local Primary Care Centre to be seen there. Patients can contact NHS 111 by dialling **111** at anytime.

For serious but not-life threatening issues you can also use the **Bracknell Urgent Care Centre** 8am – 8pm 365 days per year. They are contactable on **01344 551100** or see the website [www.bracknellurgentcare.co.uk](http://www.bracknellurgentcare.co.uk) for more information.

### Home Visits

Please try to phone your request for a home visit before 10:30 am and only call after this time if your problem is urgent. Where possible try to come to the surgery as we can provide a better service here. Additionally it maximizes the doctors' time.

### Repeat Prescriptions

Patients on long term medication may, with the doctor's agreement, be able to obtain repeat prescriptions without seeing a doctor. This is done through the repeat prescription forms attached to the prescription, or you may post in your request and provide a stamped addressed envelope for its return.

You can also be set up for online prescription requests via our website - but you need to be registered for online patient services – this needs to be done in person at reception.

Prescription requests **cannot** be taken over the phone, so please be careful **not** to run out of your medications. We ask for a **minimum of 48 hours** for the repeat prescription request to be processed. For some patients where appropriate, it may be possible for your repeat prescription to be held by a pharmacy of your choice if you are on regular medication where conditions treated by that medication are stable eg Blood Pressure tablets. Please ask your GP at your next medication review.

### Test Results

Specimens are taken to the laboratory by transport at 4:30 pm daily. Please bring in any specimens before this time and ensure they are labelled clearly with your name and date of birth. Many results may be available 48 hours later and x-rays usually 7 days later. Some results may be requested by the doctor more urgently if it is deemed necessary. **Results of your tests can be obtained by phone between 1130 - 1330hrs, or you can view your results via online access if registered for this service.**

### Specialist Clinics

The practice operates a number of specialist clinics for diabetes, asthma, hypertension, baby immunizations, phlebotomy; minor operations and family planning services. Ask at reception for more information.

### **Smears**

Women between the ages of 25 and 65 are asked to attend for a routine smear following DOH guidelines, unless there is a reason that they do not need one. Please book an appointment with one of our Practice Nurses

### **Non - NHS Services**

Medicals for the purposes of insurance, pre-employment, fitness to travel, and driver medicals and other services not covered by the NHS are charged at rates available to view in reception. Special appointments are required as these services often take longer than routine appointments. Please note often this may need a few weeks notice for the required length of appointment and payment for this appointment would be required beforehand.

### **Practice Nurses**

The Practice Nurses hold surgeries every day and operate a minor illness triage twice daily and can discuss patients immediately with the duty doctor if required. The nurses also provide family planning advice, travel advice and give travel immunisations, take cervical smears, and advise on smoking, asthma, contraceptive pill checks, high blood pressure, weight control and support long term health conditions.

**Anita Surrey** RGN/Dip General Nursing

**Annemarie Brown** RGN

**Helen Tomlin** RGN/Community Health BA Hons/Diabetes Diploma

**Caroline Daniels** NVQ Health Care Assistant

### **District Nurses**

Our District Nursing team provides nursing services to the terminally ill and the housebound. Their contact number is **0300 365 1234**.

### **Health Visitors**

The Health Visiting team is based at Skimped Hill Health Centre **07899876568**.

### **Practice Management**

The Practice Manager is Diana Lock she is responsible for the overall running and operation of the business. The post also supervises the day to day running of the surgery and is responsible for the administrative and reception staff.

### **Complaints**

The Practice Manager can help you with any queries or complaints about our service. If you have a problem or a complaint, please put it in writing to her or one of the Doctors. Otherwise please contact PALS (Patient Advice and Liaison Service) on 01753 636808 at King Edward VII Hospital, St Leonard's Road, Windsor, Berkshire, SL4 3DP or email [feedback.bracknellccg@nhs.net](mailto:feedback.bracknellccg@nhs.net)

### **National Surveys**

The Practice population is randomly surveyed, by the NHS each year, as part of a national survey to assess how the Practice is performing. Patient access to the surgery is a particularly important part of the survey and is directly linked to NHS funding. The Practice provides multiple pathways for you to see a health professional, as the GPs are extremely busy. Nurse appointments, triage and telephone consultations are used to meet a wide range of medical requirements. The nurses are able to prescribe and so you should consult the 'Who do I need to see' part of leaflet.

If you are asked to complete the national survey, please remember the variety of pathways we offer when accessing the surgery.

### **The Computer**

Computers are used throughout the Practice, for consultations, prescriptions, appointments and holding medical records. They help check what treatment you are on and what treatments are due. All information stored on the computer is strictly confidential and will only be divulged to other health professionals for clinical reasons or to 3<sup>rd</sup> parties with your written consent only. If you wish you may opt out of the SCR (Summary Care Records) and/or Care.data please ask for information and a form.

### **Patients with Disabilities**

There are several consulting rooms on the ground floor and two Nurses' Treatment Rooms, all of which are easily accessible for those with mobility restrictions. There are also consulting rooms upstairs which have lift access. Please tell the receptionist when you make an appointment if you will be unable to use the stairs, or if you have any disability which will affect your appointment at the surgery.

### **Health Authority Checks**

The NHS requires that there is good account of the use of public money. This includes checking on money paid to GPs for the services they provide to their patients. So that checks can be made on surgeries, it is periodically necessary for Health Authority staff to be able to check selected medical records to see which patients came to the surgery and which services were provided to them. Checks like this will only be done by a few members of the Health Authority who work in complete confidentiality and they will have signed a special confidentiality agreement. If you do not want your records to be part of such a financial check, please let the manager know, preferably in writing. Your objections will be respected.