

Burton & Brangore Medical Centres

Burton Medical Centre
123 Salisbury Road
Burton
Christchurch, Dorset, BH23 7JN

Tel: 01202 474311

Fax: 01202 484412

Website: www.burtonandbrangoremicalcentres.co.uk

When the surgery is closed call 01202 474311

Welcome to Burton & Brangore Medical Centres

Please note regrettably, Brangore Surgery will be closed:

from 1pm on 19th October, 20th October, 24th October, 25th October, 27th October and 28th October - due to lack of clinical staff

BRANSGORE SURGERY IS NOT CLOSING DOWN

Our Practice provides comprehensive and high quality medical care with the emphasis on personal service in an informal, friendly and respectful environment. Our Practice Philosophy is to strive for excellence in the delivery of services to our patients without discrimination; to enhance the role of primary care by developing the skills of our team; to promote a healthy lifestyle and to work with the local health community in arranging services close to home.

Appointment Line 01202 474311

Monday to Friday: 8.30am to 10.30am & 2.00pm to 4.00pm

Support your GPs in Burton and Bransgore Medical Centres

**BOOK YOUR 'FLU APPOINTMENT NOW - IN THE SAFETY OF YOUR GP'S
SURGERY - ASK AT RECEPTION:**

Burton - 22nd October

Bransgore - 1st October & 29th October

click here re: LOCAL MEASLES OUTBREAK AUGUST 2016

IMPORTANT ANNOUNCEMENTS: We are endeavouring to train our new staff as quickly as possible. Please allow extra time for prescriptions requests, etc., our team will be working very hard to meet the current extreme high demand.

The Practice has been and still is actively trying to recruit new clinical staff including Doctors but, as you are probably already aware, there is a national shortage of GPs. There will be times for the foreseeable future where we will need to close our branch surgery at Bransgore as we will not have enough GPs to cover both surgeries.

Clinical System: On 1st July 2016 we changed our Clinical system to TPP SystemOne; this enables us to integrate fully with our local health provider colleagues. For more information [Click Here TPP SystemOne Patient Information Leaflet](#)

Please also see the data sharing page (bottom right of this screen No 17). Rather than your clinician asking you questions, taking up important consultation time, opt out forms are available from Reception or please [click here Data Sharing Opt Out form](#). If you decide to opt out of any data sharing please complete your form and return to Reception. Thank you

The Practice Today

You are welcome to attend either Burton or Bransgore Medical Centre, whichever is most convenient to you - they are linked by computer and telephone. All the Practice doctors will be pleased to see you, however if you wish to see a particular doctor, please let the receptionist know when making an appointment. Wheelchair access is available at both centres.

The practice looks after over 9,000 patients and endeavours to provide an equitable service for all. Anyone involved with your care will give you their names and ensure that you know how to contact them.

Each patient has a named GP who is responsible for their overall care at the Practice. You may contact the Practice to ask who this is and if you have a preference as to who this is we would try to accommodate this. It is important to understand that ALL GPs have access to your medical records and this named GP need not be the clinician you to see.

All patients over the age of 75 may request a Health Check.

Practice Booklet

You may download and print a Practice Booklet here: [Practice Booklet](#)

Opening Hours

Find out when our practice is open, what the GP consulting times are and what to do if you need help when the practice is closed. Find out more

Like To Register?

New to the area and would like to join our practice? We would be happy to help you. Fill in our registration forms and come see us. Find out more

Travel Vaccinations

For information relating to travel, please click on the 'Clinic & Services' tab above.

Friends and Family Test (FFT)

Please take the time to complete the Friends and Family Test on the 'Have Your Say' Tab on the upper right of this page, it will only take moments. *Thank you*

<https://www.youtube.com/watch?v=sWEKinEeyLs&list=PL6IQwMACXkj1NEbF89RTD6oF9nUDyZKwJ>

Click this link for this FFT information in other formats <https://www.england.nhs.uk/ourwork/pe/fft/fft-inclusive/>

CLICK HERE FOR EASY READ FFT QUESTIONNAIRE:

<https://www.england.nhs.uk/wp-content/uploads/2014/07/2a-fft-ld-gp-easy-read.pdf>

NHS in Dorset - Need for Change:

click on this link to view a short film <http://www.dorsetsvision.nhs.uk/the-need-for-change-film/> (www.dorsetsvision.nhs.uk/the-need-for-change-film/)

And now you've seen it, stay informed and involved:

- Visit Dorset's Vision (www.dorsetsvision.nhs.uk/) to find out more and read the latest updates
- Join the Health Involvement Network (www.dorsetccg.nhs.uk/involve/current-engagement/sign-up-to-our-health-involvement-network.htm) for regular updates

Opening Times

| | Times |
|---------------------------------------|---|
| Monday[^] | 08:30 - 18:30 18:30 - 20:00* |
| Tuesday[^] | 08:30 - 18:30 07:30 - 08:00* |
| Wednesday[^] | 08:30 - 18:30 07:30 - 08:00* 18:30 - 20:00* |
| Thursday[^] | 08:30 - 18:30 |
| Friday[^] | 08:30 - 18:30 |
| Saturday (Burton Stable Block) | 08:30 - 12:00* |
| Weekend | <i>closed</i> |

Both Burton and Bransgore Medical Centres are open every weekday, except Bank Holidays.

[^] Bransgore Medical Centres Closes at lunchtimes between 1.00pm and 2.00pm

* Extended Hours:

Each week (except Christmas/New Year week), the surgery runs extended hours.

There will be one early morning surgery a week run between 7.30am & 8am on either Tuesday or Wednesday morning. On a Tuesday morning there are generally two GPs offering six early appointments. On Wednesday mornings there is one GP plus a nurse offering 3 appointments. The number of nurse appointments is variable, dependent on type.

There will be one evening surgery a week and this alternates between sites, on a Monday or Wednesday evening. On a Monday evening there are generally two GPs offering 12 appointments between 6.30pm & 8pm. Wednesday evening GP Surgery is once a month at Bransgore Medical Centre. The GP offers 6 appointments between 6.30pm & 8pm.

Nurse appointments are available every week between 6.30pm & 7pm and are variable in number dependent on type.

Saturday Surgeries are run once a month at Burton (except December and August). Appointments are scheduled from 8.30am until midday. These are routine, non urgent, appointments. These appointments are held in the Stable Block which is at the rear of the main Burton Medical Centre - entry via the rear car park.

When We Are Closed

Out of Hours Services (Weeknights after 18:00, Weekends: Saturdays and Sundays, and Bank Holidays).

If you need urgent medical attention out of surgery hours you may ring the surgery as usual on 01202 474311. A recorded message will direct you to the NHS out of hours service.

You may telephone the Urgent Care Service **NHS 111** (using your telephone please dial 111).

If your injury or illness is severe or you have had a serious accident call 999 and ask for an ambulance or visit your local A&E Department.

NHS Direct - NHS 111

In the case of urgent need when the practice is closed you can call NHS 111 - Using your telephone dial 111. Your needs will be assessed and advice offered or arrangements made for you to see a doctor.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.

Appointments

WE NOW OFFER ONLINE BOOKING OF CHRONIC DISEASE REVIEW APPOINTMENTS and blood test appointments - Click on the Online Appointment Booking tab above.

Both Burton and Bransgore Medical Centres are open from 8.30am to 6.30pm. Bransgore Medical Centre is closed for one hour at lunchtime between 1pm and 2pm and in this period the phone calls are diverted to Burton Medical Centre. The reception staff at either medical centre can book appointments for both surgeries as there is one computer system for the whole practice.

All clinical consultations are by appointment only, we do not have 'walk in' clinics, ie, where patients turn up and wait to be seen, as we believe that this can cause unnecessarily long waits for attention. The practice therefore strives to achieve the most appropriate timed appointment, with the right practitioner, and hopefully the practitioner of choice for the patient.

We would ask you please to familiarise yourself with the information below so that you are aware of how we need you to help us to give you the best possible service.

Routine Appointments

GP Appointments

The regular arrangements for GPs are flexible between our two surgeries with a minimum of 3 doctors working on each day. One of these GPs will be the Duty doctor with no pre-bookable appointments, only urgent appointments booked on the day (see below). These can be at any time, as with urgent visits.

The other non Duty GPs work 2 x 3 hour surgeries both in the morning and afternoon.

Morning surgeries generally start at 8.30am and finish with the last appointment at 11.30am except on Fridays when appointments start at 9.30am or 10am and finish at midday.

Afternoon surgeries generally start at 3pm and finish with the last appointment at 6pm.

Different arrangements are made on a daily basis to accommodate Salaried and Locum GPs.

Nurse Appointments

Nurse appointments are available for booking up to 4 weeks ahead. Please ensure that reception know what your appointment is for in order that the appropriate time is given with an appropriate practitioner.

Urgent Appointments

For urgent conditions, or where there is uncertainty over when a patient needs to be seen and by whom, it is most likely that there will be a telephone assessment. You will be rung back by our nurse Practitioner or by the Duty doctor and asked for more information; they will then be able to give you advice or arrange an appointment within 48 hours with the most appropriate practitioner. This practitioner may not be the one of your choice, but will be appropriately qualified to deal with the problem as presented.

Extended Hours

Each week (except Christmas/New Year week), the surgery runs extended hours.

There will be one early morning surgery a week run between 7.30am & 8am on a Tuesday morning. On a Tuesday morning there are generally two GPs offering six early appointments. The number of nurse appointments is variable, dependent on type.

There will be one evening surgery a week and this alternates between sites, on a Monday evening. On a Monday evening there are generally two GPs offering 12 appointments between 6.30pm & 8.00pm. The GP offers 6 appointments between 6.30pm & 8.00pm.

Nurse appointments are available every week between 6.30pm & 7pm and are variable in number dependent on type.

Saturday Surgeries are run once a month at Burton (except December and August). Appointments are scheduled from 8.30am until midday. These are routine, non urgent, appointments. These appointments are held in the Stable Block which is at the rear of the main Burton Medical Centre - entry via the rear car park.

Booking Appointments

Appointments with any of the clinical team (GPs, nurses and health care assistants) are available up to 2 weeks in advance. Appointments can be by telephoning 01202 474311 between 8.30am and 10.30am & 2.00pm and 4.00pm,

Length of Appointment

All GP appointments are of 10 minutes duration. If you feel you will need longer than this, then please advise the reception staff who will allocate double the time to your appointment. It is also helpful to bear in mind that it is difficult for any GP to attend properly to several problems in one 10 minute appointment.

Nurse appointments are of variable length according to what is to be done, so it is essential that reception staff know what the appointment is for so that you have the properly allocated time.

Late Arrivals

If you are late arriving for your appointment it may not be possible for the practitioner to see you. The receptionist will ask on your behalf, but you may be disappointed or have a long wait to the end of the surgery.

Non Attendees

Many patients fail to attend their appointments. Anyone not turning up for an appointment will be written to by the practice manager and anyone repeatedly not attending risks being asked to register with another practice. So please:

'KEEP IT or CANCEL IT but DON'T FORGET IT ...'

Telephone Advice

Our doctors and nurses are happy to give advice over the telephone although this has to be fitted around their surgery time unless it is an emergency. Please discuss your contact need with the receptionist who can arrange for you to be called back.

Reception

Our team of receptionists are here to help you. They have a very difficult job to do with calls and enquiries from every direction and it may be that they have to make a few enquiries to know how best to help you. Any details you do give will be treated in the strictest confidence. Please treat ALL our staff with courtesy and respect.

A zero tolerance policy to violent, threatening and abusive behaviour is in place throughout the NHS.

Chaperones

Please Click [here](#) for our practice Chaperoning Policy

Home Visits

Please come to the surgery whenever possible.

If possible please try to telephone reception before 10:00 if you do require a home visit and provide as much information as possible.

A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

House visits are only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

GP Training

We are a training Practice, which means that fully qualified Doctors (GP Registrar), who have completed their hospital training, spend up to twelve months working here to develop their skills in general practice, before embarking on a career as a GP or returning to hospital work. We usually have one GP Registrar and you may be offered an appointment with him/her at either surgery.

Occasionally, undergraduate medical students spend time at the surgery to gain invaluable Practice knowledge by observing consultations. You will be asked if you agree to a medical student attending your consultation and you have the right to refuse this request.

ONLINE CHRONIC DISEASE REVIEW APPOINTMENT BOOKING AND REPEAT PRESCRIPTION REQUESTS DEVELOPMENT

The Practice offers the facility to book some appointments on-line. We also offer a change to the online facility to order repeat prescriptions which now link directly to your medical record as recommended by National Directives. Patients need to register for these facilities by clicking 'Online Services' Link on the right hand side of this page or on the Prescriptions Page.

Once registered, patients will need to bring some ID to either surgery; we will then be able to activate your registration. You only need register once, and both facilities will then be enabled for you.

If you are registering for the first time, please click on the above link or click on Online Services to the right hand side of this screen and follow the instructions carefully. Please ensure you make a note of your 11 digit patient ID and your chosen password.

You will also need to visit either surgery with some form of Photo ID to enable us to activate your registration. This is very necessary as you will be accessing your own medical records, therefore you need to be confident that the data is viewed securely. Each medical record is individual, therefore each individual needs their own access ID and password. This facility is not available for any person under the age of 16 years.

Please remember to give us a clear 48 hours to process your request before collecting your prescription from its designated location.

Please do try and remember to order your medications in good time to prevent you running out. Should you run out of supplies out of hours please refer to your local pharmacy, who should be able to help you. Out of Hours services are for emergency/urgent care only.

Your repeat prescriptions may now be sent electronically to your preferred pharmacy just let us know your 'nominated' pharmacy and we will do the rest. Alternatively, ask your pharmacist who will sign you up to their system.

IMPORTANT ANNOUNCEMENT

The Practice has been and still is actively trying to recruit new clinical staff including Doctors, but as you are probably already aware there is a national shortage of GPs. There will be times for the foreseeable future where we will need to close our branch surgery at Bransgore as we do not have enough GPs to cover both surgeries.

Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

NHS charges

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

- Prescription (per item): £8.40
- 12-month prepayment certificate (PPC): £104.00
- 3-month PPC: £29.10

If you will have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC.

- Telephone advice and order line **0845 850 0030**
- General Public - Buy or Renew a PPC On-line

There is further information about prescription exemptions and fees on the NHS website (www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx)

You may now 'nominate' your local Pharmacy to allow us to send your repeat prescriptions to them electronically. Just let us know your preferred Pharmacy or ask your pharmacist who will sign you up.

We will still require 48 hours to process your requests.

Clinics & Services

Core Services

- General management of Medical Conditions
- Health Promotion Advice
- Emergency Care if appropriate
- Referral for Other Services, if appropriate
- Urgently required care for Temporary Residents

Additional Services

- Cervical Screening
- Contraceptive Services
- Child Health Surveillance
- Vaccinations and Immunisations

- Minor Surgery Procedures
- Maternity Services

Enhanced Services

- IUCD
- Choose & Book
- Audiology
- Vestibular
- others to be arranged

Nurse Clinics

Our team of nurses and health care assistants are able to help with blood pressure checks, cervical smears, family planning, dressings and first aid, injections and immunisations, removal of stitches, ear syringing, hearing tests, hearing aids, allergy skin tests, ECGs, asthma, diabetic and hypertension checks.

They also give advice on minor ailments, travel vaccination requirements, healthy lifestyle and run Smokestop Clinics. Appointments for our nurses may be made at either surgery by contacting reception after 10:00.

Well Woman Clinics

These clinics are open to all women. Women aged between 25 and 49 will be invited to attend every three years and those between 50 and 64, every five years, for a cervical smear. Included in the well woman check are height, weight and blood pressure measurements, urine test and advice on healthy living.

Well Man Checks

These checks are available to all men wishing to attend. practice nurses will perform routine checks, ie. blood pressure, urine, height, weight and will give advice on healthy lifestyle. Please make an appointment with reception or by telephone.

Respiratory Clinic

Clinics are held at the following times:

- **Burton** Wednesday afternoon
- **Bransgore** Thursday afternoon

Diabetic Clinic

Clinics are held at the following times:

- **Burton** Tuesday afternoon & Thursday afternoon
- **Bransgore** Monday afternoon

Hypertension Clinic

Clinics are held at the following times:

- **Burton** Thursday mornings and Friday afternoon

Minor Surgery

There is a treatment room at both Medical Centres for dealing with minor injuries and surgical procedures that can be performed by the doctors and practice nurses.

Antenatal Clinics

For Burton patients the Midwife clinics are held in the Stable Block at the rear of the main surgery building every Tuesday afternoon and every other Wednesday afternoon

For Bransgore patients, the Midwife will be running clinics in the Twin Oaks Surgery every other Wednesday morning -the Midwife will ensure that your medical records with our Practice are kept up to date. You will need to book these appointments with the Midwife when you see her or contact Twin Oaks surgery direct 01425 403263.

Baby/Child Health Surveillance Clinic

Burton - in St Luke's Church Hall

Wednesday 13:00 - 14:30 3rd Wednesday in the month

Mudford Surgery

Wednesday 13:00 - 14:30 2nd Wednesday in the month

St Mark's Church Hall, Highcliffe

Wednesday 13:00 - 14:30 4th Wednesday in the month

Parents must be signed in the arrival book by 2.15pm to ensure that they are seen. Babies and young children are seen for weighing, immunisations, developmental checks and any advice needed.

Family Planning

A full range of family planning services, including confidential advice, is available at the Family Planning Clinics which are run by the practice nurses and doctors at the following times:

Burton - from 17:00 every Monday

Family Planning appointments are also available during normal surgeries if required, please contact reception.

Phlebotomy

Royal Bournemouth Hospital operate Phlebotomy clinics in our surgery at Burton on Monday mornings and at our Bransgore surgery on Tuesday mornings.

Our Phlebotomists are also available at both surgeries for our elderly and infirm patients who are not able to get to either Christchurch or Bournemouth Hospitals.

Cryotherapy

Nurse appointments are available for the use of liquid nitrogen for removal of minor skin lesions that the doctor has seen and diagnosed.

Three Yearly Checks

We would encourage all patients to have a check-up every 3 years. These are normally booked with a practice nurse.

Flu Vaccination Clinic

These clinics for 'at risk' groups are generally held between October and January. Please contact reception for an appointment.

Attached Services

District nurses

This team of nurses and healthcare assistant provide nursing assessment and planned care to our patients who are unable to attend the surgery. Their specialist services include: continence, palliative care, assessment of need for home equipment, assessment and referral to leg ulcer clinics.

District nursing services are provided 7 days per week between 09:00 - 17:00, and an emergency service is available between 19:00 - 07:00. The team may be contacted on the following direct number: **01202 487817**.

SMILE Team (Self management in Local Environment)

This team serves patients of both Burton and Bransgore Medical Centres and those of the Grove Surgery. Jane Bush is the Lead nurse and her team consists of two Self Care Facilitators, Claire Smith and Rachel Symms. The team care for the vulnerable elderly in their homes aiming to reduce emergency admissions to hospital.

Health Visitor

Our Health Visitors specialise in child and family health and are also trained to give advice on many social and emotional issues affecting patients of all ages. Groups and clinics offered by the team include antenatal sessions, post-natal groups, parenting courses and Child Health Clinics, which are held in conjunction with the doctors.

The team can be contacted on the following Number: **Bransgore 01425 673811**

Other Members of the Primary Healthcare Team

Also part of our team are the Community Midwives, Community Psychiatric nurses, Physiotherapists, Counsellors, Chiropodists and a Foot Care Assistant. They all attend the surgery and details are available from the receptionists or your doctor.

Other Services

Chiropody

A chiropodist attends Burton surgery and appointments are available by referral. Domiciliary visits are carried out on Wednesday afternoons. The Foot Care Assistant attends alternate Wednesdays.

Audiology Clinic

The practice provides audiology services to all patients with hearing problems who need them. Please arrange to see a doctor if you are interested in this service.

Physiotherapy

A practice-based physiotherapist is available at both Burton and Bransgore on referral from your doctor. There are also Muscular Skeletal Assessment appointments available.

Counsellor

A Counsellor attends the practice weekly.

Non-NHS Services

Non-NHS/Private Services

The doctors provide some services that are not covered by the NHS; these include health insurance reports, employment medicals, private medical certificates, passport application forms, diving and pilot medicals, etc.

A list of fees charged for these services is displayed in the reception areas of both surgeries.

Aviation Medicals

Pilot Medicals are performed at The Stable Block, Burton, Christchurch, Dorset, BH23 7JN by:

Bluesky Aviation Limited and Curlew Scientific Limited. Tel: 01202 487887 email: AMWLtd@outlook.com

AMEs: Dr Angus Hickish and Dr Reg Odbert cover medicals for CAA, FAA, Canadian & Caribbean pilots. Please contact us to make an aviation medical appointment.

Test Results

Test Results

Please call after 10:00 to enquire about your test results as our reception staff will have more time to deal with your request between these times.

Note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you take your test you will be told how long it will be before the results are returned to the practice.

It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.

Blood Tests

Blood Tests

A blood test is when a sample of blood is taken for testing in a laboratory. Blood tests have a wide range of uses and are one of the most common types of medical test. For example, a blood test can be used to:

- assess your general state of health
- confirm the presence of a bacterial or viral infection
- see how well certain organs, such as the liver and kidneys, are functioning

A blood test usually involves the phlebotomist taking a blood sample from a blood vessel in your arm. and the usual place for a sample is the inside of the elbow or wrist, where the veins are relatively close to the surface. Blood samples from children are most commonly taken from the back of the hand. The child's hand will be anaesthetised (numbed) with a special cream before the sample is taken.

You can find out more about blood tests, their purpose and the way they are performed on the NHS Choices website.

X-Ray

X-Ray

An X-ray is a widely used diagnostic test to examine the inside of the body. X-rays are a very effective way of detecting problems with bones, such as fractures. They can also often identify problems with soft tissue, such as pneumonia or breast cancer.

If you have a X-ray, you will be asked to lie on a table or stand against a surface so that the part of your body being X-rayed is between the X-ray tube and the photographic plate.

An X-ray is usually carried out by a radiographer, a healthcare professional who specialises in using imaging technology, such as X-rays and ultrasound scanners.

You can find out more about x-ray tests, how they are performed, their function and the risks by visiting the [NHS Choices website](#).

Registration

New Patient Registration

The doctors welcome new patients who live within our Practice area.

To register with the practice you must live in the Practice area (Postcode BH23) as shown on the boundary map below. We will need your NHS number and you will need to complete an application form and a Practice Health Questionnaire. This is because it can take a considerable time for us to receive your medical records. The Practice Health Questionnaire will be assessed by a member of the clinical team and you may be invited to have a health check with either a doctor or a nurse. You will also be required to provide proof of residency within our boundary (Utility Bill, etc) and ideally some photographic Identification if it is available. Please also complete the extra chld registration forms required for children under the age of 17 years.

Please print out the registration forms (see below) and bring completed and signed forms to the surgery. Please contact the Practice if you have any queries.

This surgery is now part of the GP2GP scheme where a patient's Electronic Medical Records are sent automatically from a patient's old surgery upon leaving; any manual records follow on. This gives our clinicians immediate access to any important medical information that has been recorded on a patient's electronic record.

All patients have a named GP but are encouraged to see any of our clinicians as they all have direct access to all medical records.

Patients who work/study outside of the Practice Area:

With effect from 5th January 2015, patients who live in the area covered by the Practice but work or study elsewhere, now have the option of remaining registering with this Practice as well as the option to register with a Practice near their place of work/study. This will enable patients to ensure that they are always able to access **urgent** primary medical care. It is worth noting that patients' physical records will be retained by their 'home' Practice.

University/College Students

Patients who live in the area covered by the Practice but study elsewhere now have the option of remaining with this Practice ('Home' Practice). Students may wish to register also with a local practice near to their place of study, especially if they have any underlying medical conditions (Students will need to decide which Practice they would like their physical patient notes to reside). Students may register as a temporary resident at any local practice near to the place of their study should they need **urgent** primary medical care.

Registration Form

[Patient Health Questionnaire](#)

[Extra form for Child Registration](#) (under 17 years of age)

Practice Boundary

Registering Online

Online 'Pre-Registration' with the practice

This service is not currently available, please see below

You are welcome to print off a registration form and Practice Health Questionnaire, fill them out and bring them to the Practice.

Registration Form

Practice Health Questionnaire

[Extra form for Child Registration](#) (under 17 years of age)

EASY READ DOCUMENTS

Should you require any help with reading documents in relation to your medical care here at the Practice, please do ask our staff for assistance.

We have several documents available in Braille that may be borrowed. Please find below some Easy Read documents you may find useful:

<http://www.accessibleinfo.co.uk/ready-to-use/pdfs.php?section=general>
(*www.accessibleinfo.co.uk/ready-to-use/pdfs.php?section=general*)

Your Shared Care Record

GP Online Services:

What you need to know about GP online services

Getting Started with GP online Services

Keeping you GP online records safe and private

Friends and Family Test:

CLICK HERE FOR EASY READ QUESTIONNAIRE: <https://www.england.nhs.uk/wp-content/uploads/2014/07/2a-fft-ld-gp-easy-read.pdf>

Patient Transport

click here for 'Your Journey to and from hospital leaflet - Patient transport

Click here for NHS Patient Transport services information

Care Quality Commission

Care Quality Commission page on Burton & Bransgore Medical Centres (www.cqc.org.uk/directory/1-542419837?referer=widget1)

If this page appears blank, it is the link to the Care Quality Commission (CQC) it is currently outside of our control. You may access the CQC website direct by following <http://www.cqc.org.uk/> (www.cqc.org.uk/)

Smokestop Support

LOCAL SUPPORT TO GIVE UP SMOKING

Local Pharmacy Support

Local pharmacists who are qualified to support by appointment :

- Wessex Pharmacy 01202 482197
- Grove Pharmacy 01202 484310
- Boots – Stour Rd 01202 486276
- Carpins Pharmacy 01202 484189
- Meadows Pharmacy 01202 484840

Telephone Support

The NHS Stop Smoking helpline is **0800 169 0 169**.

The Local Dorset Smokestop Service freephone advice line is **0800 00 76653**.

On-Line Support

Both the NHS Stop Smoking Service and the Local Smokestop Service run advisory websites:

www.Patient.co.uk (www.Patient.co.ukk)

NHS Website- www.nhs.uk/smokefree (*www.nhs.uk/smokefree*)
Dorset Website - www.dorsetsmokestop.co.uk (*www.dorsetsmokestop.co.ukk*)
The Dorset service can also be contacted by e-mail: admin@dorsetsmokestop.co.uk

Practice Policies

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Freedom of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released

without the patient consent unless we are legally obliged to do so. The Practice will endeavour to respond to such requests within the required 40 days of receipt. Please request a Health Records Advisory Details Leaflet from our Receptionists or [Click Here](#)

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Practice Manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception. This leaflet details the process involved and provides contact details for Patient Representatives along with information relating to the NHS and to the Dorset Advocacy a free and independent service.

Violence Policy

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Patient Respect

Where we will provide the utmost respect to all of our patients, in return we would ask that you also treat our staff with respect and also be mindful to dress appropriately when attending the surgeries.

Local Community

COMMUNITY CARE GROUPS exist at both Burton & Bransgore. Their chief aim is to help people in difficulty for whom there is no statutory provision under the Health and Social Services legislation, for example, with transport, visiting and supporting. The Burton Care Group has raised funds to provide a range of equipment for the surgeries.

Should you feel you would like to contribute some time to either of these groups please contact them.

If you are a patient and feel that either of the groups may be of some assistance to you, please do not hesitate to contact the numbers below.

BURTON CARE GROUP - please contact Gill Farwell 01202 484251 for more information.

BRANSGORE CARE GROUP - please contact Melissa Sheppard 01425 674065 for more information.

PATIENT REPRESENTATIVES are patients of the Practice who have agreed to act as advocates on behalf of those requiring advice and support. Patients who attend either surgery can contact:

- Bill Everton, 1 Pinewood Road, Highcliffe. Tel: 01425 275312
- Pat Rushton, 25 Durlston Crescent, Christchurch. Tel: 01202 259897

BRANSGORE FIRST RESPONDERS

Please see link below to see the latest news from the Bransgore First Responders who took delivery of their new 4x4 vehicle on Saturday 23rd March 2013.

New 4x4 Vehicle Handover
10 Year Service

CHRISTCHURCH ANGELS

Please click on this link showing all the support services in the area available to patients as part of the Christchurch Angels befriending scheme.

<http://www.christchurchangels.org.uk/directory.html> (*www.christchurchangels.org.uk/directory.html*)

CHRISTCHURCH STROLLERS (Walking for Health Program)

Please see links below for latest news from Christchurch Strollers (recruiting Lead Walkers)

<http://volunteering.macmillan.org.uk/Opportunity/Details/1677> (*volunteering.macmillan.org.uk/Opportunity/Details/1677*)

Interested in becoming a Lead Walker 20130507_Christchurch_Strollers_Walk_Leader_JD.DOCX

Lead Walker application form

Christchurch Memory Cafe and Singing Group (Alzheimer's Society)

Please click here for the Dorset Support Groups run by the Alzheimer's Society Christchurch Groups are Based at St Joseph's Parish Centre.

Data Sharing

Data Sharing

Data Share

NHS England aims to link information from all the different places where you receive care, such as hospital, community service and us your GP Surgery. This will allow them to compare the care you received in one area against the care you received in another.

Information will be held in a secure environment called the Health and Social Care Information Centre (HSCIC). The role of the HSCIC is to ensure that high quality data is used appropriately to improve patient care. The HSCIC has legal powers to collect and analyse data from all providers of NHS care. They are committed, and legally bound, to the very highest standards of privacy and confidentiality to ensure that your confidential information is protected at all times.

This data can also be used, with permission, for research purposes. If you do not wish to share data for research, you can opt out:

You can object to information containing data that identifies you from leaving the Practice. This will prevent identifiable information held in your record from being sent to the HSCIC secure environment. It will also prevent those who have gained special legal approval from using your health information for research.

- You can also object to any information containing data that identifies you from leaving the HSCIC secure environment. This includes information from all places you receive NHS care, such as hospitals. If you object, confidential information will not leave the HSCIC and will not be used, except in very rare circumstances for example in the event of a public health emergency. For more information visit: www.england.nhs.uk/caredata (*www.england.nhs.uk/caredata*)
- The law requires Doctors to provide some very limited information about certain things. The law says, for example, that Doctors must provide information to local authorities about some infectious diseases, e.g. if you had food poisoning. Very rarely, Doctors may be required to disclose information in order to detect a serious crime. Likewise, a court order can require Doctors to disclose certain information during a court case.

Summary Care Record (SCR)

If you decide to have a SCR, it will contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had. This does not include diagnosis or procedures.

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 your name, address, date of birth and your unique NHS Number to help identify you correctly. If you and your GP decide to include more information it can be added, but only with your express permission.

For more information: Phone 0300 123 3020 or visit www.nhscarerecords.nhs.uk (*www.nhscarerecords.nhs.uk/*)

Practice Clinical System - SystemOne Data Sharing

With effect from July 2016 the practice uses a clinical computer system called SystemOne to store your medical information. The system is also used by other GP practices, Child Health Services, Community Services, Hospitals, Out of Hours, Palliative Care services and many more. This means your information can be shared with other clinicians so that everyone caring for you is fully informed about your medical history including medication and allergies. You can control how your medical information is shared with other organisations that use this system.

1. Sharing Out - This controls whether your information stored in the practice can be shared with other NHS services (i.e. made shareable)

2. Sharing In - This controls whether information made shareable at other NHS care services can be viewed by us, your GP practice, or not. (i.e. shared in)

Sharing your medical Information Leaflet

Health Check Programme

To ensure you receive the best possible care, we may contact you to invite you to participate in health improvement programmes, for example the NHS Health Check, a cardiovascular disease prevention programme for people aged 40-74 not previously diagnosed with cardiovascular disease. We may invite you for an appointment using a data processor who works entirely under our direction. Nobody outside the healthcare team in the practice will see confidential information about you during the invitation process.

We maintain our legal duty of confidentiality to you at all times. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

You have a right under the Data Protection Act 1998 to find out what information we hold about you. This is known as 'the right of subject access'. If you would like to make a subject access request, please do so in writing to the practice manager. If you would like to know more about how we use your information, or if you do not want us to use your information in this way, please contact the practice manager.

Benefits of sharing information

Sharing information can help improve understanding, responses to different treatments and potential solutions. Information will also help to:

- Provide better information to out of hours and emergency services
- *Prevent Prescribing of medication to which you may already have an allergy*
- Make more informed prescribing decisions about drugs and dosages Avoid unnecessary duplication in prescribing
- Increase clinician confidence when providing care
- Results of investigations, such as X-rays and laboratory tests
- Reduce referrals, ambulance journey admissions, tests, time wastage and visits to healthcare premises
- Find out basic details about you, such as address and next of kind

Do I have a choice?

Yes. You have the right to prevent confidential information about you from being shared or used for any purpose other than providing your care, except in special circumstances. If you do not want information that identifies you to be shared outside this Practice, complete the sheet enclosed in this leaflet. This will prevent your confidential information being used other than where necessary by law.

Objecting on behalf of others

If you are a carer and have a ***Lasting Power of Attorney for health and welfare*** then you can object on behalf of the patient who lacks capacity. If you do not hold a ***Lasting Power of Attorney*** then you can raise your specific concerns with the patient's GP.

If you have parental responsibility and your child is not able to make an informed decision for themselves, then you can make a decision about information sharing on behalf of your child. If your child is competent then this must be their decision.

Do I need to do anything?

Note your decisions on the Data Sharing form and return to Reception. You can change your mind at any time, just complete another form.

Patient Data Sharing Opt Out Form

Privacy Statement

Vacancies

We currently have the following

vacancies:

Salaried GP up to 8 sessions Salaried GP - please [Click Here](#)

apply to Kay Towler Practice Manager

123 Salisbury Road, Burton, Christchurch, Dorset BH23 7JN

Charity Websites

Burton and Bransgore Medical Centres do not take any responsibility for the content in any of the following Websites.

Cancerhelp

(www.cancerhelp.org.uk/) Free information service provided by Cancer Research UK about cancer and cancer care for people with cancer and their families. Information is formatted in such a way that makes understanding the website an easy process

Macmillan Cancer Support

(www.macmillan.org.uk/HowWeCanHelp/HowWeCanHelp.aspx?utm_source=_MyGP&utm_medium=_display&utm_content=_button)

Europe's leading cancer information charity, with over 4,500 pages of up-to-date cancer information, practical advice and support for cancer patients, their families and carers.

Diabetes UK *(www.diabetes.org.uk/)*

(www.diabetes.org.uk/) Largest charity in the UK devoted to the care and treatment of people with diabetes in order to improve the quality of life for people with the condition

Asthma UK *(www.asthma.org.uk/)*

This website has been revamped to meet the needs of the thousands of people with asthma who visit the site each day, either to find important information about asthma and how to control it

Alzheimer's Society (www.alzheimers.org.uk/)

Comprehensive information for people with all forms of dementia. Alzheimer's Society is a membership organisation, which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland.

Guide Dogs for the Blind (www.guidedogs.org.uk/)

Guide Dogs wants a world in which all blind and partially-sighted people enjoy the same rights, opportunities and responsibilities as everyone else. Their mission is to provide guide dogs and other mobility services that increase the independence and dignity of blind and partially-sighted people. We campaign for improved rehabilitation services and unhindered access for all blind and partially-sighted people.

Mental Health Foundation (www.mentalhealth.org.uk/)

Founded in 1949, the Mental Health Foundation is a leading UK charity that provides information, carries out research, campaigns and works to improve services for anyone affected by mental health problems, whatever their age and wherever they live

Sense (www.sense.org.uk/)

Sense is the leading national charity that supports and campaigns for children and adults who are deafblind. We provide expert advice and information as well as specialist services to deafblind people, their families, carers and the professionals who work with them. We also support people who have sensory impairments with additional disabilities

Epilepsy Action (www.epilepsy.org.uk/)

Epilepsy Action is the largest member-led epilepsy organisation in Britain, acting as the voice for the UK's estimated 456,000 people with epilepsy, as well as their friends, families, carers, health professionals and the many other people on whose lives the condition has an impact.

British Heart Foundation (www.bhf.org.uk/)

Our vision is of a world in which people do not die prematurely of heart disease. We will achieve this through our pioneering research, our vital prevention activity and by ensuring quality care and support for people living with heart disease.

We need you to share our vision because, together, we really can beat heart disease.

Relate

(www.relate.org.uk/home/index.html) Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through this website.

MS Society

(www.mssociety.org.uk/) Around 100,000 people in the UK have MS. It affects two million more. We offer hope for the future by investing millions in research, and help for today through our information, support and campaigning.

Staff Details

Doctors

| | |
|-------------------------|--|
| Dr Richard Jenkinson | Senior Partner B.Sc., MB BS (Charing Cross and Westminster), MRCGP, DRCOG, Reg. 1991 |
| Dr Andrew Longley | MB BS (St George's), MRCGP, DRCOG, DGM, Reg. 1990 |
| Dr Melanie Brewitt | BMedSci, BM BS, MRCGP, DCH, DRCOG, Reg. 1995 |
| Dr Sarah Mohay | Salaried GP BSc(Hons), BM (Hons), MRCGP, DFFP |
| Dr Helen Wright | Salaried GP MBChB, MRCGP, DRCOG, DFSRH |
| Dr Michelle De Villiers | Salaried GP BMBS, MRCGP |

The Practice also regularly employs and trains GP Registrars and may also employ doctors under the GP

Retainer Scheme from time to time.

Dr Sapna Mawkin Sapna is our current Registrar and will be with us until the end of January 2017.

Nurse Practitioners

Nurse Kate Simmonds Kate is our Lead Nurse and with effect from 1st July works full time

Helen Rosser RGN BSc(Hons) ANP

Nurse Lucy Jackson

Nurses

Lynn Joy RGN

Rachel Dare RGN

Nurse Sarah Hill

Fulmar (Tufty)
Hawkins RGN and Phlebotomist

Nurse Michelle
Court

Mr Adrian Jones Adrian is our new Lead Practitioner for our vulnerable patients, a retired Paramedic, he joins us from the SW Ambulance Service Trust.

Healthcare Assistants

Nurse Liz Reed

Practice Management

Mrs Kay Towler

Practice Manager

Belinda Westlake

IT Manager

Administration

Mrs Joanne Jeffery

Reception Manager

Secretaries

Linda Kilmurray

Practice Secretary/Administrator

Mrs Joy Murphy

Secretary

Community Nurses

Mrs Beth Hope-Cleverly

Sister Jane Bland

Sister Amy James

Jane Bush

SMILE Team (Self Management in Local Environment) Lead Nurse

Rachel Symms

SMILE Team Self Care Facilitator

Claire Smith

SMILE Team Self Care Facilitator

Health Visitors

Maxine Robinson

Jenny Newman

Emma Tuckey