

## RIGHTS AND RESPONSIBILITIES

### Rights

To be treated with dignity and respect and not be discriminated against on grounds of race, gender, sexual orientation or disability.

To provide a confidential service to all our patients including under 16's.

To be seen as close to your appointment time as possible, but if a patient presents in a distressed state or with a complicated problem, the patient will be given the time they need. This may result in the rest of the clinic running late. We will inform you if this is the case.

We will protect your privacy and confidentiality and will do our best to keep you informed about all matters relating to your health care.

### Responsibilities

To be punctual in keeping appointments. If you arrive more than 10 minutes late you will normally be told you are too late to be seen and will need to rebook. If the problem cannot wait until the next routine appointment, you may be offered the opportunity to see the duty doctor.

To be mindful an appointment is for one person only.

To cancel an appointment if not required so we can offer it to someone else.

To let us know if your contact address and/or telephone number has changed in case we need to contact you.

## COURTESY AND RESPECT

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour whether against any of our staff and patients or against our premises. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed – immediately if necessary - from our list of registered patients.

## PATIENT PARTICIPATION GROUP

Do you have something to say? Do you have ideas about how to improve your local practice? To find out more please Phone 01202 670111 or go to [pooletownsurgery.co.uk](http://pooletownsurgery.co.uk)

## WHEN WE ARE CLOSED

When the surgery is closed, if you urgently need medical help or advice, but it's not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at [www.nhs.uk](http://www.nhs.uk)

## ROUTINE CONSULTATIONS

To make an appointment to see a doctor or nurse you can book by phoning 01202 670111 or come into the Surgery.

In general a GP can only deal with one problem in a standard 10 minute appointment. If a patient needs to discuss more than 1 problem, they should book a double appointment, to allow time for this. If you have two small issues the GP may be able to deal with these in a standard 10 minute appointment but please mention this at the start of your consultation.

When you book, you will be asked to briefly state the nature of your appointment to enable us to direct you to the most appropriate member of the health care team.

## TELEPHONE CONSULTATIONS

You can also make an appointment to speak to a doctor or nurse on the phone by calling 01202 670111

## URGENT APPOINTMENTS

If you have an urgent problem, you should phone us as early as possible, as we always release some appointments for patients who need medical attention on the same day. We ask you not to arrive unannounced at the Surgery unless the matter is extremely urgent.

## CANCELLING APPOINTMENTS

If you have registered for the online appointment service, you can cancel by telephone on 01202 670111

## TEST RESULTS

You can get your results by registering on the NHS App or by emailing telephoning on 01202 670111 after 11am Patients must provide their name, date of birth and date of test.

## REPEAT PRESCRIPTIONS

(48 hr service) If you need a further supply of medication that we have put on our repeat prescription system, you can request this online through our website: [www.pooletownsurgery.co.uk](http://www.pooletownsurgery.co.uk)

You can also request repeat prescriptions in person at reception and on the NHS App - providing the patients full name, date of birth and medication required.

## TEXT MESSAGING

We will use your mobile telephone number to send SMS text messages about the surgery and to remind you about appointments. If you do not wish to receive text messages from the surgery, please let reception know. Please note – you must remember to let us know if you change your contact telephone numbers, home or mobile.

## HOME VISITS

Please do not ask the Doctor to visit unless the patient is genuinely too ill to come to the surgery. Home visits take the Doctor a great deal more time and often full examinations and tests cannot be done in the home. Please let us know if the problem is urgent and we will arrange for the doctor to speak to you.

## NAMED GP

All Patients are allocated a named accountable GP who will be responsible for your overall care. You are still free to make an appointment with any GP at the practice.

## CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keep accurate and up to date records about your health and

treatment so that those treating you can give you the best possible advice and care.

Personal data is stored electronically and in paper format. We adhere to the requirements of the Data Protection Act. All staff members are bound by strict rules of confidentiality.

On an anonymous basis some information may be used for: Looking after the health of the public. Managing and planning the NHS.

Audit and research purposes to ensure quality standards Training and educating staff.

Sometimes the law requires us to pass on information, for example, to notify communicable diseases.

**Please inform us if you object to your data being used for audit purposes.**

## COMMENTS & COMPLAINTS

We aim to give a friendly and professional service to all our patients. If you have any comments, suggestions, or complaints about any aspects of the way we work, the Complaints Manager will be happy to discuss them on 01202 67011. We have a formal complaint procedure in line with national guidelines. Please visit our website or ask at Reception for further details

## PRACTICE SERVICES

- Asthma/respiratory reviews
- Blood pressure checks
- Blood tests
- Cervical smears
- Contraception
- Dressings/stitch/staple removal
- Hypertension reviews
- Immunisations/injections
- First Point Physio
- Metal Health Support Worker
- Minor Ops

## NON-NHS SERVICES

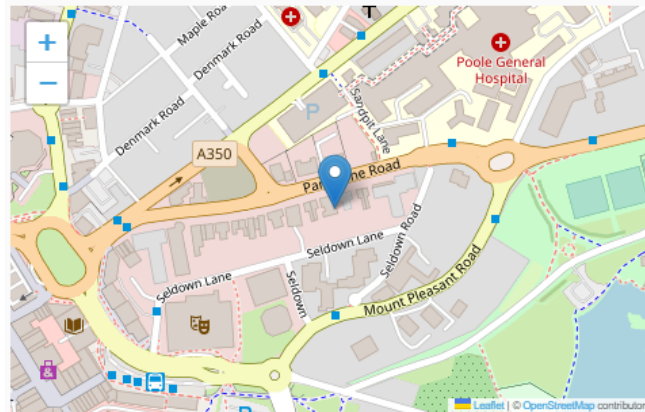
Please ask at reception for details of fees for services including: extenuating circumstance, letters, reports, insurance medicals/reports, private sick notes etc.

## CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please visit our website for further information.

## PRACTICE FACILITIES

- Disabled car parking space
- Limited car parking
- Automatic door at the main entrance
- Disabled toilet
- Lift to first floor
- Induction loop available for the hard of hearing
- Baby changing facility on ground floor •
- Interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.



## HOW TO REGISTER

Come into the surgery to pick up a paper form or register on the website: [pooletownsurgery.co.uk](http://pooletownsurgery.co.uk)

We can only register Patients that live in postcode areas: BH12, BH13, BH14, BH15, BH16, BH17, BH18



Providing NHS services



36 Parkstone Rd  
Poole  
BH15 2PG  
Telephone 01202 670111

[receptionpooletownsurgery@nhs.net](mailto:receptionpooletownsurgery@nhs.net)  
[pooletownsurgery.co.uk](http://pooletownsurgery.co.uk)

## Opening hours

Monday- Friday 8am – 630pm  
Thursday 8am-830pm  
Saturday Closed  
Sunday Closed

## Partners

Dr Green  
Dr Eyre

## GP Salaried

Dr Catherine Saunders  
Dr Chuks Okaeme

## Practice Manager

Sara Evans