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**Patient Information Leaflet**



Milborne Port Surgery is a partnership providing NHS Services under an NHS England Medical Services Contract.

Milborne Port Surgery

Gainsborough

Milborne Port

Sherborne
Dorset

DT9 5FH

Telephone No. 01963 250334

Email address: somicb.milborneportsurgery-reception@nhs.net

Website: www.milborneportsurgery.nhs.uk

**GP services are provided
to the following areas:**



**Milborne Port Surgery**

**Opening hours**

|  |  |  |
| --- | --- | --- |
| **Monday** | **8:00am** | **6:30pm** |
| **Tuesday** | **8:00am** | **6:30pm** |
| **Wednesday** | **8:00am** | **6:30pm** |
| **Thursday**  | **8:00am**  | **8:00pm**  |
| **Friday**  | **8:00am** | **6:30pm** |

**Templecombe Surgery**

|  |  |  |
| --- | --- | --- |
| **Monday**  | **8:30am** | **3:00pm** |
| **Tuesday**  | **8:30am**  | **3:00pm** |
| **Thursday**  | **8:30am** | **3:00pm** |
| Friday | 8:30am  | 3:00pm |

**Please note we are not open on Saturday and Sunday**

**Extended hours are on Thursday evenings 6:30pm – 8pm**

Along with routine appointments, the practice offers the following services:

* **Family planning –** All our GPs and the practice nurse offer a full range of family planning services
* **Immunisations –** The nursing team administers vaccines for both adult and child immunisations.
* **Minor surgery –** Your GP will advise on minor operations
* **Cervical smear testing –** For women aged 25 – 65. These tests are undertaken by the nursing team.
* **Chronic disease management –** We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
* **Other services –** Musculoskeletal (MSK) clinics. These are experienced physiotherapy practitioners who have skills in examination, assessment and diagnosis of joint and muscle problems.

We also offer the following clinics and checks: antenatal and post-natal.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

**Teaching practice**

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

**How to register at the practice**

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

**Patients’ rights and responsibilities**

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).





**Further information can be sought from** [**www.nhs.uk**](http://www.nhs.uk)

**Dispensing practice**

The practice is a dispensing practice and can issue prescriptions as outlined above if you meet the requirements to be registered as a dispensing patient.

Details are available from reception and on the practice website.

**Comments, suggestions and complaints**

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

**Home visits**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception requesting a call-back after logging a call. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30pm and 1:30pm, Monday to Friday.

**When we are closed**

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

**Appointments and accessing practice services**

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at www.milborneportsurgery.nhs.uk. Should you be unable to access the website, please ring 01963 250334 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

**Threats of violence or abuse of our staff**

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

**Friends of Milborne Port Surgery**

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. We have named our group Friends of Milborne Port Surgery.

Further information about this group is available online www.milborneportsurgery.nhs.uk

Alternatively, contact Carla Bunter who is the nominated point of contact for all PPG matters.

**Patient data**

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

**The practice team**This practice operates under a GP partnership agreement and provide services on behalf of the NHS.

**Partners**

**Dr Ian Wyer BA(Hons), MBBS, MRCGP, DFFP**

**Dr Simon Bulley MBBS BMedSci (Hons) DRCOG, MRCGP, Dip SEM**

**Dr Tabitha Smith BSc, BM, DRCOG, DFSRH, FRCGP, PGCertMedEd**

**Salaried GPs**

**Dr Helia Esteves BSc, MBchB, MRCGP, DipOccMed**

**Dr Ghantan Palanisamy MBBS, MRCGP**

**Dr Shalini Robertson MBBS, MRCGP**

**Dr Emily Gray BMBS, BMedSc (hons) MRCGP**

**Nurses**

**Samantha Nancarrow Practice Nurse**

**Hannah Morton Nursing Associate**

**Jane Turk Healthcare Assistant**

**Laura Woof Healthcare Assistant**

**Practice manager**

**Katharine Russen**

**Deputy Practice Manager**

**Carla Bunter**

**NHS England Contact**

Milborne Port Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

This leaflet was produced from the Patient Information Leaflet Policy.

We also offer the following clinics and checks: antenatal, post-natal and MSK.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

**Prescriptions/repeat prescriptions**

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

* In person – By ticking the required medications on your prescription and placing it in the dedicated red box, located inside the main entrance.
* Online – Please order via Askmygp
* You can contact dispensary by ringing the main number and leaving a message on the answer machine. One of our dispensary team will ring you back if required.

**Please allow 7 days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**