

Fleet Medical Centre



Patient Information

Welcome

We are a large but friendly practice with 8 doctors and a team of highly skilled Practice nurses and allied health professionals. We share the centre with an independent Dental service and Pharmacy. Fleet Community Hospital is adjacent and provides X-ray, physiotherapy, outpatient and inpatient facilities. We aim to meet the needs of chronic and acute medical conditions, emphasising continuity with a named GP where possible.

Appointments & Enquires

01252 619000 or 613327

Appointments

Opening hours

Doctor consulting times are between:

8.00am – 6.30pm Mondays - Friday
8.00am – 8.00pm Tuesday
8.00am – 11.00am Every FOURTH Saturday

Nurse consulting times:

8.30am – 5.30pm Mondays - Friday
8.30am – 7.30pm Tuesday

We aim to keep early, late and Saturday appointments for those constrained by work commitments

Telephone Consultations

We offer pre-bookable telephone consultations. These are ideal for situations where an examination or face-to-face contact is not essential i.e. to discuss test results, medication queries, lifestyle advice, home blood pressure readings, or occasions where you are uncertain whether or not you need to see a doctor or nurse.

Booking an appointment Telephone 01252 619000
or via our online service via www.fleetmedicalcentre.co.uk

Telephone lines open between 8.00am and 6.30pm Mon-Fri. Surgery appointments can be booked up to four weeks in advance. Appointments can also be booked at reception. **Saturdays** - There is no walk-in service available on Saturdays - appointments can ONLY be booked in advance.

Where possible you will see your registered doctor for ongoing health problems. We are a practice that values continuity of care. However, this is not always possible at times of high demand and when doctors are on holiday. You will occasionally be offered an appointment with an alternative doctor when a problem cannot wait. You may also prefer to see a male or female doctor in certain situations. We will attempt to accommodate this where possible.

We are now able to offer eConsultation appointments simply visit the practice website for details.

Cancelling and booking appointments

You can now register to book, cancel or amend an appointment using our website. A registration form can be found on our website or at the main reception desk. This service includes the ability to request repeat medication and view part of your medical record online. To cancel appointments please ring the surgery as soon as possible so that another patient can be seen or alternatively text the word "CANCEL" as a reply to your mobile phone automated text message appointment reminder service. Patients who persistently fail to attend booked

appointments without cancelling in advance may be removed from the Practice List.

Out of Hours - Between 6.30pm – 8.00am Mon-Fri, weekends and Public holidays

For urgent (but not emergency) conditions that can not wait until the surgery is open, contact:

Emergencies call: 999 or NHS Advice line: 111

Get the most out of a consultation

Be prepared:

- Write a list of questions/problems.
- Please avoid bringing several unrelated problems. Ten minutes is not long. If you have more than one problem to discuss, mention this to our receptionist when you book. You may be offered a separate appointment so we can give you the appropriate attention.
- Bring a list of any non-prescription medicines or supplements you are taking.
- Bring someone with you for support if needed.

During the appointment:

- Don't be afraid to ask questions.
- If you don't understand something, ask for the information to be written down.
- If you are prescribed a drug, make sure you understand why and how it is to be taken. The pharmacist is also a good source of advice.
- Be direct. Don't leave embarrassing or difficult problems to the end. Remember, your problem is likely to be a common one for the doctor or nurse.

Separate appointments: Make a separate appointment for each family member rather than expecting the doctor or nurse to deal with two patients in one appointment

Keeping to time: If you arrive more than ten minutes late for an appointment we cannot guarantee that you will be seen. The doctors will use their discretion based on the needs of other waiting patients. The doctor will try to keep to time but the complexity of other patients' needs mean this is not always possible. To reduce the chance of appointments running late, please avoid bringing more than one unrelated problem.

Meet the team

- **Dr Clifford Kimber**
BM Southampton 1996 MSc BSc (Hons) DRCOG MRCGP
- **Dr Nina Durasamy**
MB BS London 2000 BSc MRCP MRCGP
- **Dr Karuna Sharma**
MBBS 1995 MRCGP 2006 DRCOG 2008
- **Dr Holly Fletcher**
MBBS Nottingham 2008 BMed Sci BA (hons) MRCGP DRCOG
- **Dr Rosie Bayly**
BM DRCOG DFFP MRCGP
- **Dr Victoria Withnell**
MB BS 2009 University of London
- **Dr Tom Chetcuti**
MB Bch 2007 university of Wales
- **Dr Stella Cartwright**
MB BS 2008 University of London

When is my doctor available?

Name	Mon		Tue		Wed		Thu		Fri	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Durasamy			✓	✓	✓	✓				
Dr Kimber	✓	✓	✓	✓	✓	✓			✓	✓
Dr Sharma	✓	✓	✓	✓			✓		✓	✓
Dr Fletcher	✓	✓	✓	✓			✓	✓		
Dr Bayly			✓	✓	✓	✓	✓	✓		
Dr Cartwright					✓	✓			✓	✓
Dr Chetcuti	✓	✓	✓	✓			✓	✓		
Dr Withnell	✓		✓		✓		✓		✓	
Nurse Practitioner	✓	✓			✓	✓	✓	✓	✓	✓
Advanced Practitioner	✓	✓	✓	✓	✓		✓	✓	✓	✓

New patients

We are currently open to new registrations if you live in our catchment area:



You will be allocated to a doctor who will be responsible for your care. Where possible you should see or speak with this doctor for ongoing issues. However, you may speak or see other doctors for more urgent/new problems.

New patients who take regular medication are asked to make an appointment, by telephone or at surgery, to discuss with your doctor **before** a repeat prescription is due.

If you are a carer or if you have a carer, please download from our web site or contact the surgery for a carers registration form.

How to register:

Please download the patient registration form GMS1 and new patient questionnaire or obtain copies of these from reception. **Please complete these forms as fully as possible.**

If you are currently registered with a GP in the UK, take the completed form plus TWO items of identification (ideally passport and utility bill with your home address) to reception.

If you have come to this country from abroad, then it is necessary for you to provide photocopies of paperwork confirming your entitlement to remain in this country for more than 6 months. Original documents should also be available for us to view and photocopies can be made by the Practice.

Examples of suitable documents:

A current British or European Community Passport

- A work permit
- A valid visa (with more than 6 months left to run)
- Home Office paperwork for asylum seekers or refugees
- If you are a student, a letter from your college or university confirming the duration of your studies

Home visits

A request should be made before 10am whenever possible, as this will enable the doctors to plan their rounds. Home visits may now be undertaken by the community paramedic team. Please be prepared to give brief details of the problems as it helps to decide which are the most urgent and whether special equipment is required.

Test results

These may be obtained by telephoning or calling the surgery after 2pm.

Doctors in training

We are a training practice and you may be offered an appointment with one of our GP Registrars or Foundation doctors. Both are fully qualified graduate doctors with experience in hospital posts. They are able to prescribe medication, order tests and refer to hospital specialties.

Nursing team

We have a team of Practice Nurses and Health Care Assistants. They are available for telephone advice or appointments Monday – Friday

Practice Director

James Perrin MA, PgDip, BSc (hons)

With over 15 years of NHS experience including 8 years with our team, James enjoys the challenges of general practice. The practice director role is totally responsible for all matters regarding the smooth running of the practice including patient welfare, staff management and GP support, resources, facilities, IT & finance among other responsibilities.

Managers

Debbie is our reception manager, running a busy department of 15 reception staff and the front of house areas. Steve is our Deputy Practice Manager who supports the whole team & leads on IT, data & operations.

Receptionists and Administrators

The Practice has a large team of receptionists and administrators trained by us to help you. They will be pleased to advise you on the best way to use our services.

Practice policies

Our responsibility to you

We are committed to giving you the best possible service. All patients will be treated with respect, kindness and dignity, irrespective of ethnic origin, religion or cultural beliefs. We believe in continuity of care and you will be registered with a named doctor who will assume responsibility for overseeing your needs. You have a right to see your medical records, which will be kept confidential subject to any limitations in law. The Practice is covered by the Data Protection Act to hold patient information on our database.

Your Responsibility to us

Please treat the staff with courtesy and respect. Abusive and violent behaviour is not tolerated and may result in removal from the Practice list. Please be patient if appointments are running behind time. Good clinical care sometimes requires extra time and cannot always be anticipated. Be prompt for your appointments and inform the practice as soon as possible if you need to cancel or anticipate being late. Let us know when name or address details change. Please provide feedback – good and bad – to help us improve the service.

Change of patient details

If your name, address or telephone number change please let us know as soon as possible. This can be done in person at the surgery or alternatively by downloading a **Change of personal Details** form from our web site at www.fleetmedicalcentre.co.uk and delivering to reception.

Confidentiality

We take this very seriously at the practice. All staff have signed confidentiality agreements. Staff have access to computer systems based on their role within the practice. Different levels of security are applied dependent on their need to access information. All staff are provided with a log-on and password for audit purposes.

If you are over 16 then your doctor will not discuss your medical health with any family member without your permission. If you are a concerned relative then please seek this consent. You may still talk to a doctor if you have concerns about a relative, but this will be to provide information only. Confidentiality is just as an important issue for young people. If a child under 16 is fully competent to understand and make informed consent regarding their own health problems, information about

that child's medical health or history may not be released to a parent, legal guardian or teacher.

The practice also has a "confidentiality card" system. If you wish to speak to a receptionist or member of staff away from the front desk. Take one of the cards at Reception and pass this to the Receptionist. She will ask you take a seat in the waiting room and then arrange for you to speak privately with a member of staff. We are fully compliant with the requirements of the Data Protection Act.

We keep information for other reasons to help protect public health generally, improve efficiency of services, train staff and to aid medical or other health research. Data for research purposes is always anonymised. Reports from the doctor for insurance companies, solicitors, employers etc are never provided without your written consent. You have the right to see your own medical records subject to any limitations in law.

Suggestions and comments

The Practice welcomes suggestions on improving our service. These can be made to individual members of staff or in writing. You can also complete an online form on our website.

Complaints procedure

If you feel that you have grounds for complaint, please discuss this with the member of staff concerned; it is hoped that any problems can be resolved at once.

If you wish to make a formal complaint you can get full details of the procedure from reception or view/download from our web site.

Interpreting and translation

If you need help with interpreting or translation please advise reception at the time of booking so arrangements can be made.

Car parking/access

We have a limited number of parking spaces. Please ensure that you do not obstruct any other vehicles and do not use the "staff only" parking area. The building is easily accessed by disabled persons and wheelchair users.

In house clinics and services

We offer a range of specialised clinics. You can access some of these directly and others only after a doctor's recommendation. Please Visit our web site for further information www.fleetmedicalcentre.co.uk

Repeat Prescriptions

Ordering

You can order repeat prescriptions which have already been agreed with your doctor in three different ways:

- **Online:** at www.fleetmedicalcentre.co.uk
- **In person:** either tick the items on your repeat slip or complete a request form. The form can be downloaded at www.fleetmedicalcentre.co.uk or collected from reception
- **Pharmacy:** you can arrange with your local pharmacy to collect and deliver your regular prescriptions

We cannot accept requests by telephone

Collection

Prescriptions will normally be available within two working days if you are collecting from the surgery.

Where prescriptions are sent to a local pharmacy, collection time will depend upon the pharmacy involved. Please discuss directly with the pharmacy.

Useful Contacts

Fleet Medical Centre, Church Road, Fleet, Hampshire, GU51 4PE

Appointments	01252 619000
General Enquiries	01252 613327
Fax	01252 815156
District Nurses (Single Point of Access)	03000 0300 50
Health Visitors	01252 813842

Out of Hours Care

Frimley Primary Care	01189 365649
Emergency dental services	0845 050 8345
Medical Advice 24/7	Dial 111
Medical emergencies	Dial 999

For information about our community support staff please visit our web site at www.fleetmedicalcentre.co.uk

The practice also offers appointments with:

Counselors and psychologists, physiotherapists, community midwives, district nurses and health visitors

Pharmacy

Boots the Chemist 225/227 Fleet Road, Fleet, Hampshire Tel: 01252 613698	Lloyds Pharmacy Fleet Medical Centre, Church Road, Fleet Tel: 01252 612613	Lloyds Pharmacy Kelmshott Arcade, Branksomewood Road, Fleet Tel: 01252 626580
Morrisons Pharmacy Elvetham Heath Way 01252 625821	Rowlands Pharmacy 5 Linkway Parade, Fleet, Hampshire Tel: 01252 615582	Superdrug Pharmacy Unit B, The Hart Centre, Fleet Tel: 01252 616226

Local NHS Hospitals

Frimley Park Hospital:	01276 604604
North Hampshire Hospital:	01256 473202
Royal Surrey County Hospital:	01483 571122
Fleet Hospital:	01252 813800

Local Private Hospitals

Claire Park, Spire Healthcare	01252 850216
Hampshire Clinic	01256 357111
Guildford Nuffield	0845 6029262
Priory (Psychiatric)	01483 782000
Mount Alvernia	01483 570122

Social Services	01252 314221
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Hampshire PCT	023 8062 7444
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Counselling & Support Services

Cornerstone Counselling	01252 873647
Connect Counselling	01276 24210
Cruse Bereavement Services	01344 411919
The Point Youth Centre	01252 812308
Relate	01252 324679
Relation	01252 324679
Rape & Sexual Abuse Crisis Centre	01256 423890
First Steps – Medical help Advice	01252 346672
Phoenix Futures	01252 342000
Victim Support	01252 242777

