

Patient Leaflet

Moordown Medical Centre

Patient Information

2a Redhill Crescent

Bournemouth, BH9 2XF

Telephone: 01202 974700

www.moordownmedicalcentre.co.uk

PARTNERS

Dr Piers Wilde (M)

Dr David Pollard (M)

Dr Jane Turney (F)

Dr Helen Wright (F)

SALARIED GP's

Dr Peter Newbold (M)

Dr Laura Foster (F)

Dr Faisal Qureshi and (M)

ADVANCED NURSE PRACTITIONER

Heather Martin ANP (F)

Practice Opening Hours

Monday 8.00am – 6.30pm

Tuesday 8.00am – 6.30pm

Wednesday 8.00am – 6.30pm

Thursday 8.00am – 6.30pm

Friday 8.00am – 6.30pm

Saturday Closed

Sunday Closed

(Telephones open until 6pm)

We are closed the first Wednesday of every month for staff training.

Think Pharmacy First

The Pharmacy First scheme means you can go and see a pharmacist about several minor illnesses and conditions you would previously have had to see your GP about. You can visit your pharmacist for a consultation, and they will treat you and prescribe medicines if necessary. If your condition is more serious you will be referred to a GP or hospital.

Your pharmacist will assess your suitability for treating you and may refer you to another health service if they feel it's more appropriate.

What conditions can you see your pharmacist about?

Under Pharmacy First, pharmacists can treat and prescribe medicines for seven conditions. These are the conditions, and at what age, you can see the pharmacist about:

- [Earache](#) - 1 to 17 years.
- [Impetigo](#) - 1 year and over.
- Infected [insect bites](#) - 1 year and over.
- [Shingles](#) - 18 years and over.
- [Sinusitis](#) - 12 years and over.
- [Sore throat](#) - 5 years and over.
- Uncomplicated [urinary tract infections](#) - women 16-64 years.

Anyone not within these age ranges should see their GP.

There are many other conditions which you can also see your pharmacist about rather than your doctor. These include:

- Aches and pains - such as, back pain, headache and period pain.
- Accidents - such as, sprains, minor cuts, and grazes
- Colds, flu and other infections - such as, [cough](#), congestion, [fever](#)s and/or temperature.
- Ear care - such as, ear wax.
- Eye care - such as, [conjunctivitis](#), styes.
- [Hay fever](#) - which is not controlled by standard over-the-counter treatments.
- Rashes.
- Skin problems - such as, athlete's foot, cold sores, or mild [eczema](#) or [psoriasis](#).
- Stomach aches - such as, [constipation](#), [diarrhoea](#), or indigestion.

To find out your nearest pharmacy and check if it is part of the scheme go to [NHS pharmacy finder](#) or just walk in. If you have difficulty leaving your house or have limited time, several pharmacies also offer free online consultations under the Pharmacy First scheme - including high street chains such as Lloyds or online service My Local Surgery (MLS).

Clinics and services available at the practice

- Contraceptive Services
- Childhood immunisations
- Childhood health surveillance
- Vaccinations and Immunisations
- Minor Surgery
- Spirometry
- ECG
- Phlebotomy
- Long Term Condition management
- Travel vaccines
- Smear Clinics
- Health Checks
- Private medicals including HGV/Taxi Medicals

Cancelling an appointment

Please help us to keep the time you must wait for an appointment to the minimum. If you do not need your appointment, please either cancel using the online services function or call the reception team.

This helps us to help more patients.

How to make a complaint

We are always pleased to receive compliments and suggestions for improving our services. We

Prescription Ordering

We regret we cannot accept prescription requests over the telephone. The most efficient way of ordering your prescriptions is online via the Moordown Medical Centre website or the NHS app. Please allow 72 hours' notice for your prescription to be ready at the pharmacy.

Practice Website

We have a website where you can access online consultations and much more information to help you to self-manage your health. The address is:

www.moordownmedicalcentre.co.uk

Translator Service

Should you need the services of a translator, please advise a reception team member who can organise this on your behalf.

Home Visits

Home visits are reserved only for the very elderly, frail and housebound patients and are based on clinical need at the discretion of the GP. If you feel you need a home visit, please contact reception as soon as possible during morning surgery. The GP may phone you back to ascertain more information. We expect children to be brought to the surgery. Lack of transport or other inconvenience is not a valid reason for a home visit.

Data Protection

The practice is registered with the information Commissioner's Office and is committed to keep your data safe. For information on how meet the requirements of the GDPR, your rights, how we handle your information, privacy, and fair processing. Please see our "How we use your health records" leaflet or visit our website.

CCTV/Call Recording

The practice operates a CCTV system outside of the practice for the security of the patients and staff. Calls are recorded for monitoring and training purposes.

Disabled Access

Automatic front door access suitable for wheelchairs. Accessible toilets are also available.

Zero Tolerance

We treat our patients with courtesy and respect and ask the same in return. We ask that you treat all staff working at the practice to help you, with courtesy and respect. The team have the right to care for others without fear of being attacked or abused. Any behaviour which causes staff to feel uncomfortable or threatened is unacceptable and you may be removed from the practice register.

Informing us of any changes

Please keep your medical records up to date by informing us of any changes to your phone number or address.

Requesting a letter from your GP

Patients request letters from their GP for a number of reasons, and our doctors are frequently asked to provide private or "to whom it may concern" letters or reports to third parties. The usual fee for a standard letter is a minimum of £30. More complicated letters or reports may attract a higher fee.

Timescales

Private letters and reports do not take priority over NHS work. Please allow up to 14 days for any request to be fulfilled.

Content

We will not accept requests for "the doctor must write these exact words." The GP will write what they know, supported by your medical record. Both the letter and the opinion they produce is final and you cannot request changes to be made. The GP has the right to refuse your request or provide alternative wording if they feel it is necessary. Letters we do not provide

Letters we do not provide

- Passport or driving license endorsements
- Seatbelt exemption certificate
- Character references for a job
- Missing a court appearance/probation letters, unless have been directed to do so by a court order.
- Fitness to travel (unless pregnant.)
- Missed or deferred exams, school or university letters.
- Letters requesting the practice to confirm your address or that children reside with you.

How to register as a patient

The practice welcomes new patients from within its catchment area. To join the practice, please complete a new patient registration either online or in the surgery. You do not need to inform your old GP as your notes will be transferred electronically to our practice.

Once you have completed the paperwork, you will be allocated a registered GP. You can, of course, make an appointment to see any of our GP's.

If you move outside of our postcode area, you will be asked to register with a new practice.

Appointments

If you wish to book an appointment with a GP, we ask you to complete an online consultation form available on the front page of our website. You do not need a username or password to use this system. Once you submit your form, the GP will review and contact you with the next steps. You may be directed to patient self-help, pharmacy advice or other local healthcare providers. If you are unable to access the form for any reason, please call the surgery and a member of staff will be happy to help you.

If you wish to book a nurse's appointment or blood test, please call the surgery and speak to a member of staff.

hope you will never have cause for a serious complaint but if you do, we have a complaints procedure to try and resolve your problem quickly. The practice will strive to deal with complaints in a methodical and efficient manner. You can download a copy of the full complaints leaflet on our website or obtain one from reception. This leaflet lays out the steps involved in making a formal complaint. If you would like to discuss any of the above, please contact the surgery and arrange to speak to the Fiona Rogers, Complaints Manager in the first instance.

Central Bournemouth Primary Care Network

Moordown Medical Centre is part of the Central Bournemouth Primary Care Network, a network of four GP surgeries within the local area. The other surgeries are James Fisher Medical Centre, St Albans Medical Centre and The Panton Practice. The PCN allows us to co-operate with others in the network and with local community groups to provide extra and enhanced services, including peer support and social groups at East Way Clinic.

For more information, please see their Facebook page.

[Central Bournemouth Primary Care Network | Bournemouth | Facebook](#)

For urgent medical problems when we are closed that cannot wait, please call 111 or www.nhs.uk. For accidents and emergencies, please call 999.