

Opening Hours Monday – Friday 8.00am – 6.30pm

Registration forms can be obtained from reception. Two forms of identification are required; one of which needs to have proof of residency and photo ID. On completion you will be offered an appointment for a new patient health check. A map of our catchment area is available to look at from reception.

1. ***Morning Surgery*** – Doctors appointments are available from 8.30 – 11.00 am and can only be booked on the day you wish to be seen.
2. ***Afternoon Surgery*** – Doctors appointments are available from 3.30 – 5.30 pm and can only be booked on the day you wish to be seen.
3. ***Late Evening Surgery*** – GP and Nurse Practitioner appointments are available once a week 5.30pm – 6.40pm. This is for full time workers only and can be pre-booked. Practice Nurse appointments will be available from September '07.

We have a limited number of pre-bookable appointments as our aim is to provide access to a Health Care Clinician within 24 hours.

Please remember to cancel any unwanted appointments or advise us if you are unavoidably delayed.

Routine Appointments

A routine appointment is for 10 minutes, which is enough time to discuss 1-2 problems. We have a limited number of 5 minute appointments, enough time to discuss 1 problem only, these are only offered if no other appointments are available. Please allow time for traffic early morning or late evening so that you arrive in good time. If you do arrive late you may be offered another appointment so as not to delay those waiting to see the doctor for that surgery. We also have telephone appointments available daily with GPs. Please provide a contact number as the clinician will only call once, usually after morning surgery, but before 12 noon.

Home Visits

We would like to request that all home visits are arranged by contacting the practice before 10.30 am wherever possible. Urgent medical attention is better dealt with at the surgery where a fuller examination and treatment can be administered.

A home visit is usually only carried out in the following instances:

Terminal illness

Severe illness

Housebound patients or those unfit to travel

A home visit may be helpful in the following cases; however, it would usually be advisable for the patient to be seen at the hospital as soon as possible as it may save a life. Therefore we would suggest that you **dial 999 first** rather than the Doctor for:

Severe chest pain

Severe shortness of breath

Severe bleeding

Any kind of major collapse

It is not usual for the Doctor to visit for children with: Fevers, coughs, colds, sore throats, earache headache and diarrhoea and vomiting.

It is not usual for the Doctor to visit adults with: Coughs, sore throats, 'the flu', back pains, and abdominal pain.

It is not usual for the Doctor to visit the elderly with: Poor mobility, joint pains or general debility.

Out of Hours (6.30 pm – 8.00 am) – *FOR MEDICAL EMERGENCIES ONLY*

When you phone the Surgery, have pen and paper ready, as a recorded message will tell you the number to phone for a doctor "on call". Our Out of Hours Service Provider is "Frimley Primary Care Services" who are based in Frimley Park Hospital. You may be given telephone advice or asked to attend the emergency centre, or the Doctor may visit you. Alternatively you can call NHS Direct on 0845 46 47 or visit the website NHS Direct Online - 24 hours a day.

Repeat Prescriptions

Your repeat prescription request slip can be handed in at reception, put in our letterbox or posted to us. **You must allow 2 working days** (Saturday and Sunday **not** included) for this to be processed. If you prefer to have your prescription returned by post then please enclose an SAE and allow 1 week.

Please also note that the Doctors may wish to see you at intervals at his or her discretion to review your medication.

We regret that we are unable to take repeat prescription requests by phone as mistakes can occur, however with effect from September '07 you will be able to order your repeat prescriptions online via our website. *(Please note, if you have received notification for a clinical review and you do not attend clinic, your repeat prescriptions will not be authorised. This service is not for controlled drugs or weekly repeats.)*

Test Results

The best time to telephone for test results is after 11.00 am

Blood & Urine tests generally take 5-7 working days; X-ray results can take 2-3 weeks.

Smears can take up to 10 weeks and the result will be posted to you.

The Partners

Dr Roger Lawrence

Bsc, Msc, MBChB (1980), Speciality Interests include Coronary Heart Disease, Hypertension, Hyperlipidaemia and Diabetes.

Dr Narinder Bajwa

MBBS (1993), USMLE, Speciality Interests include Ophthalmology and Minor Surgery, coil fittings and implants.

Dr Samina Ahmed

MBBS (1994), MRCGP (1998), DRCOG (1999), Speciality Interests include Obstetrics and Paediatrics.

All the partners are full time and hold surgeries most days. You do not have to see the Doctor you are registered with as we operate an 'open list'. You are assigned to the Practice and not a specific GP. However, we will always try and accommodate you with the GP of your choice.

Practice Staff

Mrs Maxine Price our Practice Manager, amongst her numerous responsibilities, coordinates the work of our team of three Practice Nurses, one Health Care Assistant and fifteen part-time receptionists and administration staff.

All our staff are trained to take essential details sympathetically and in complete confidence.

Nursing Staff

- ***Nurse Practitioners Keith Adams & Steve Burton*** – Hold morning and afternoon surgeries. Their roles include General Nursing Care, Prescribing, Referrals, patient advice and Diabetic Clinic.

- **Practice Nurses** – We have three Practice Nurses, who hold morning and afternoon surgeries, Monday – Friday. Their role includes: General Nursing Care, Health Education, patient advice and our new Quit Smoking service.
- **Phlebotomist/HCA** – Our other member of the team is Pauline Wigmore whose duties include taking blood samples (phlebotomy), carrying out new patient health checks, ECG's and Blood Pressure checks.

Special Clinics – by appointment only

- **Asthma Clinic** – Held weekly on Wednesday afternoons from 3.00-5.00 pm and is open to asthmatic patients of any age.
- **Children's Immunisation Clinic** – Held weekly on Tuesday afternoons from 1.30 – 3.00 pm. Immunisations are required at 2, 3, & 4 months of age: MMR at 12 – 14 months; Pre-school & MMR booster at 4 years; Diphtheria, Tetanus & Polio at 15 years, usually carried out at school.
- **Coronary Heart Disease Clinic** – Held weekly on Tuesday afternoons by Steve Burton Nurse Practitioner.
- **Diabetic Clinic** – Held weekly on Wednesday mornings from 8.30 – 10.30 by Keith Adams.
- **Minor Surgery Clinics** – Held weekly on Monday afternoons by Dr Bajwa. (These appointments can only be booked on the Doctors instructions).
- **Cervical Smears** – Can be booked with the Practice Nurse at any time and requires a double appointment.
- **Adult Immunisations:** We recommend full tetanus and polio immunisation. For those at special risk we offer Hepatitis B, pneumonia vaccine and an annual flu vaccine as well as immunisation against rubella.

Foreign Travel: Please complete a Travel Information Sheet, available from reception, well in advance of your trip. This will enable the Practice Nurse to advise you on the appropriate vaccination programme for you. There will be a charge for this service.

If you are unable to attend the above clinic times, the Practice Nurses are quite happy to see you at other times.

Please remember when booking your appointment to give a brief summary of your requirements to allow the Practice Nurse sufficient time for your needs.



Other Services include:

District Nurses

Our District Nurse Team consists of Penny O'Neill, Pauline Robinson and Bernie Fahey (HCA). They are available to provide nursing care, support and advice to housebound and terminally ill patients. The District Nurses can be contacted directly on **01252 346678**.

Health Visitors

They can be contacted at Aldershot Health Centre on 01252 324577.

Counsellor

This service can be accessed via the GP and is only available to patients who are over 18 years of age.

Psychologist

This service can be accessed via the GP and is only available to patients who are over 18 years of age.

Complementary Therapist

Lisa Ratcliffe runs a clinic every Tuesday for reflexology, aromatherapy, massage and Indian head massage. There is a fee for this service, details available upon request

Cardiac Rehabilitation

Based in the practice, this service supplies rehabilitation support to people who have had a recent heart attack or heart surgery in the Frimley Park Hospital catchment area. Team members are Sue Buckingham – Cardiac Nurse Specialist, Gary Read – Cardiac Fitness Instructor, Pauline Wigmore and Bridget Pike – Health Care Assistants and we can be contacted on 01252 346673.

Mental Health Advisors

The Mental Health Advisors are part of the Rushmoor and Hart Primary Care Mental Health Team, working alongside the counsellors and psychologists. They can support you in achieving and maintaining mental health and wellbeing. They provide:

- Self-help tips and techniques
- Self-help leaflets and book recommendations
- Information and advice on accessing local and national organisations
- Telephone support to people using “Beating the Blues”

Telephone number: 01252 346672 (Available Friday 1.30 pm – 4.30 pm)

Email: bvh.mha@nhs.net.

Miscellaneous

Patients from abroad – Where there is a reciprocal agreement between patients’ country of origin and the UK, there will be no charge. In all other instances a private consultation charge will be applicable. This information will be available on booking an appointment.

Temporary Residents (patients registered with a UK GP) – Can be seen at the practice if they are unable to get to their registered GP.

Non-NHS Charges – There will be charges for non-NHS services that the GP’s provide e.g. HGV & Taxi medicals, fitness to travel letters, housing association letters, private sick certificates etc.

Community Midwives

Frimley Park Hospital – AMOS Midwifery Team - *Clinic held weekly on Friday afternoons, appointments can be booked by phoning the Surgery.*

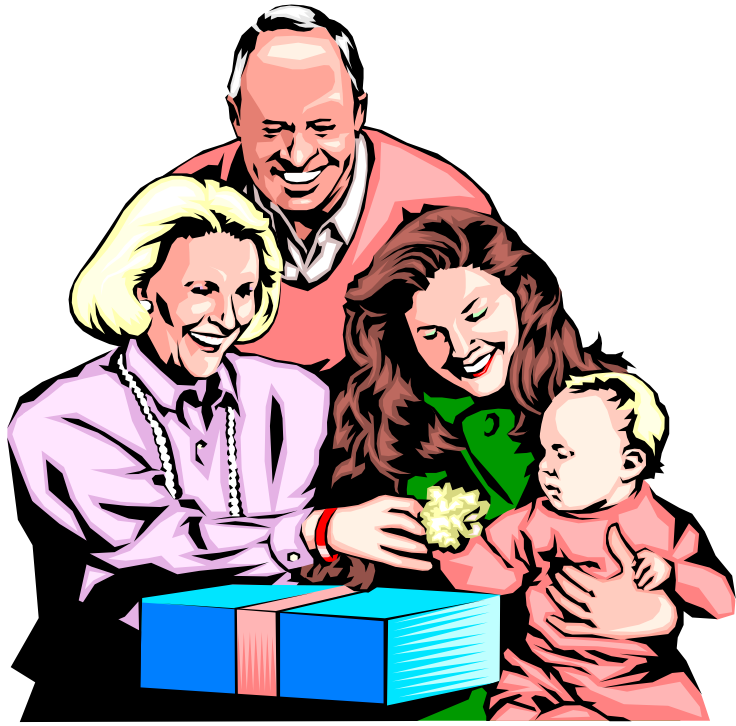
Royal Surrey County Hospital Midwifery Team - *Clinic held weekly on Monday afternoons, appointments can be booked by phoning the Surgery.*

This service includes antenatal clinics, parent craft classes, hospital tours and many other opportunities to discuss your pregnancy and childbirth, as well as home visits after your baby is born, to assist you with any problems that may arise. If you would prefer to see a GP for an antenatal appointment please book a double appointment in General Surgery time.

Postnatal Checks and Baby’s First Check

These appointments are usually carried out approximately 8 weeks after your baby is born and are with Dr Ahmed on a Tuesday afternoon. You will receive a letter inviting you to make an appointment to attend this clinic.

For your convenience we have this clinic to coincide with the Immunisation Clinic, therefore, minimising visits to the Surgery with your new baby.



Useful Telephone Numbers

Surgery (for appointments and general enquiries)	01252 344434
District Nurses	01252 346678
Health Visitors	01252 324577
Frimley Park Hospital (24hr A&E)	01276 604604
Royal Surrey County Hospital (24hr A&E)	01483 571122
Social Service	01252 314221
Citizens Advice Bureau	01252 322097
Benefits Agency	01252 356500
Relate	01252 324679
Samaritans	0845 7909090
Aldershot Police	01252 324545
Emergency Ambulance	999
NHS Direct	0845 4647
Acorn Community Drug Services	01276 62566

Local Chemists

Boots, Wellington Centre	01252 317444
Superdrug, Wellington Centre	01252 317295
Vernons, North Lane	01252 314018
Lloyds, Lower Farnham Road	01252 333400
Tescos, Wellington Avenue	01252 803449
Wellington, High Street	01252 332551
Heath End, Farnborough Road	01252 323289
Sainsbury's, Water Lane, Farnham	01252 718061

The surgery is a training practice and periodically throughout the year we do have medical students attached to clinicians, and you may be approached by reception staff to see if you are willing to have them present in your consultations and used for videoing purposes. This is purely for their education, you will be asked to complete a form and you can refuse at any time.

Your rights and responsibilities as a patient.

Violence or abuse towards members of staff.

It is the right of all of us to be able to carry out our work in a safe and secure environment. If a patient is violent or abusive to any member of staff it is the right of the Practice to request that the patient is removed from their list. Police will be informed if any patient becomes violent towards any member of staff.

Complaints Procedure

We aim to provide a high quality service and are very interested in hearing how our systems could be improved.

Complaints should be put in writing to the Practice Manager Mrs Maxine Price. To help deal with your concerns we will arrange an informal meeting with you and our practice manager and if appropriate, a doctor. The aim of such a meeting is to discuss any ongoing dissatisfaction you may have and hopefully resolve any such issues.

Access to Medical Records

If you wish to view your medical notes, please notify the Practice Manager in writing allowing 7 days notice as a Doctor will need to be present at the viewing. If copies are requested, again, this is available at the Doctor's discretion, please note there will be a charge for this service. Fees available on request.

Freedom of Information Act

Available upon request

Primary Care Trust (Hampshire)

Can be contacted on 01256 332288 for any information required regarding primary and secondary care services provided in this area.