

Welcome to The Border Practice

The Border Practice is located at Blackwater Way, Aldershot and is a spacious surgery, purpose-built for us in 2005. Parking is available at the rear of the surgery, with pedestrian access also available at the front of the building. We are a practice of 5 doctors, 2 nurses, 1 HCA, 1 phlebotomist and 20 additional staff. Between us we look after over 8,900 patients in the Aldershot area. We always aim to provide a high standard of personal care for our patients and a comprehensive range of medical services.

The Doctors

Dr Roger Lawrence – Senior GP Partner (Male)

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

Dr Narinder Bajwa – GP Partner (Male)

MBBS (1993), USMLE, Speciality Interests include Ophthalmology and Minor Surgery, Coil Fittings and Implants.

Dr Nishan Fernando (Male)

Bsc (1998), MBChB (2002). Speciality Interests include Diabetes.

Dr Richa Sahajpal (Female)

MB BS (2002), DRCOG (2006), MRCGP (2007). Speciality Interests include Obstetrics.

Dr Trupti Bijur (Female)

MB BS (1993). Speciality Interests include Paediatrics.

Our Doctors hold surgeries daily Monday to Friday with some early morning, late evening and Saturday surgeries. 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 / Business Manager

Ms Sarah Smith manages the practice to ensure the best and most efficient environment possible for patients and staff alike, whilst making sure that the business runs well and in accordance with all guidelines.

Nursing Staff

- **Practice Nurses** – We have two Practice Nurses, who hold morning and afternoon surgeries, Monday – Friday. Their roles include: general nursing care, immunisations, new patient health checks, health education, patient advice and our Quit Smoking service. We also have a specialist Nurse in Asthma and COPD.
- **Phlebotomist/HCA** – We have one Phlebotomist and one Health Care Assistant, whose duties include taking blood samples (phlebotomy), carrying out new patient health checks, ECG's and Blood Pressure checks.

Administration and Reception Staff

We have a team of 14 full and part time administration and reception staff to help you with your visit and contacts with the surgery.

Our Reception Opening Hours are Monday – Friday 8.30am – 6.30pm

Morning Surgery - Appointments are available from 8.30am–11am

Afternoon Surgery - Appointments are available from 3pm–5.30pm

You can call the surgery at any time during our opening hours to make an appointment. Please call from 8.30am for emergencies and same day appointments only. We ask that patients wishing to book an appointment in advance, phone us after 10am. You can also book GP appointments on-line. Please ask at Reception to register for this service.

Early Morning, Late Evening and Saturday Surgery – We are an extended hours practice and have a minimum of two Saturday Morning and two Early Morning / Late Evening surgeries per month. These appointments are designed for patients who work and find it difficult to come to the surgery during the working week. Please note these are GP appointments only and must be booked in advance. There is no walk-in service available.

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

Routine Appointments

A routine appointment is for 10 minutes, this is enough time to discuss 1-2 problems. We have a limited number of 5 minute appointments, enough time to discuss 1 straight-forward problem. 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 an appropriate contact number as the clinician will only call once, usually after morning surgery, but before 12 noon.

Home Visits

Our doctors typically see four patients at the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend our premises. Please ring the main switchboard before 10am to arrange a visit. Please be prepared to tell the receptionist about your condition so we can visit the most urgent cases first. The doctor may wish to speak with you to see if it would be better for you to come to the surgery to be seen immediately. Home visits are normally made between 12pm and 2pm.

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

Terminal illness

Severe illness

Housebound patients or those unfit to travel

It is not usual for the Doctor to visit

Children with: Fevers, coughs, colds, sore throats, earache, headache, diarrhoea and vomiting.

Adults with: Coughs, sore throats, 'Flu', back pain and abdominal pain.

The elderly with: Poor mobility, joint pain or general debility.

What to do in an emergency

If you need urgent medical advice during surgery hours, please contact the surgery on **01252 344434** and be prepared to give some information to the receptionist. When the surgery is closed call the **Out-of-Hours** service provided by Frimley Primary Care Service on **0118 936 5649**. They will pass a message to the doctor on duty who may phone you to assess your problem. You might be asked to attend the out-of-hours clinic or receive a home visit. Alternatively you can phone **NHS Direct** on **0845 46 47** or visit their website at **www.nhsdirect.co.uk**. NHS Direct offers free expert health information and advice 24 hours a day. It can advise you whether you need to go to the nearest A&E (accident and emergency). For **deaf** people and those **hard of hearing**, a telephone service is available on **0845 606 4647**. At any time of day if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

Out of Hours (6.30 pm – 8.00 am)
FOR MEDICAL EMERGENCIES ONLY
0118 936 5649

Registration

We can only accept patients who live in our practice area. A map of our catchment area is available to view at reception. You can register by completing a registration form, which can be obtained from the practice. Two forms of identification are required; one of which needs to have proof of residency i.e. utility bill and one photo ID, i.e. passport/driving licence. Once you have been accepted as a patient your medical records will be transferred to us. You do not need to inform your existing practice that you are moving, although it may be courteous to do so. When you register, we will need to make an appointment with the practice nurse for a new patient health check. This will make sure that our records are accurate and all routine checks to promote your health and wellbeing (such as blood pressure/smear tests/mammograms) are up-to-date.

Test Results

On average please allow 5 working days for your test results to come back from the hospital unless your doctor has advised otherwise. Please note that X-ray results take a little longer, usually 10-14 days. For your test results please telephone the surgery after 11am on 01252 344434. Sometimes, we cannot always give full results over the phone. If the result is complicated or if the

doctor wants to see you about the result, we will offer you an appointment. We will only give results to the person who has had the test.

Repeat Prescriptions

Your repeat prescription request slip can be handed in at reception, put in our letterbox or posted to us. You can also order repeat prescriptions online via our on-line appointments system or via our website at www.borderpractice.co.uk.

You must allow at least 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 will wish to see you at intervals at his or her discretion to review your medication.

(Please note, if you have been invited for a clinical review and you do not attend clinic, your repeat prescriptions may not be authorised)

Special Clinics – by appointment only

- **Children’s Immunisation Clinic** - Held twice weekly in the 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.
- **Diabetic Clinic** - Held weekly with Dr Ahmed and HCA Pauline Wigmore.
- **Asthma Clinic** - Advance appointments are available Tuesday-Friday to asthmatic patients of any age
- **Minor Surgery Clinics** - Held weekly with Dr Bajwa. (These appointments can only be booked on the Doctors instructions).
- **Cervical Smears** - With a 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 one of our Practice Nurses to advise you on the appropriate vaccination programme for you. Please note 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 so that we book an appropriate appointment

Other Services include:

District Nurses

Our District Nursing team is based at the Aldershot Centre for Health. 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 335670**.

Health Visitors

Based at Aldershot Centre for Health and can be contacted directly on **01252 335000**. They also run a weekly clinic based at The Border Practice.

Complementary Therapist

We have a Therapist who runs a weekly clinic for reflexology, aromatherapy, massage and Indian head massage. There is a fee for this service, details available upon request. Please contact the surgery to make an appointment.

Cardiac Rehabilitation

The cardiac team provide rehabilitation support to people who have had a recent heart attack or heart surgery in the Frimley Park Hospital catchment area. The team 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 clinics
- Self-help leaflets and book recommendations
- Life skills courses
- Information and advice on accessing local and national organisations

They can be contacted directly on **01252 346672** or via email at bvh.mha@nhs.net

Counselling

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.

Miscellaneous

Patients visiting 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 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. 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.

Training

The surgery is a training practice and periodically throughout the year we have medical students attached to clinicians. You may be asked if you are willing to have them present in your consultations and the consultation maybe videoed. This is purely for their education.

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 and Compliments 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 Business Manager, Ms Sarah Smith. To help deal with your concerns we will arrange an informal meeting with you and our Practice Business 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. We also welcome your compliments.

Access to Medical Records

If you wish to view your medical notes, please notify the Practice 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

Information available upon request

Primary Care Trust (Hampshire)

Please contact on 023 8062 7444 for any information required regarding primary and secondary care services provided in this area.

Patient Participation Group

The Border Practice now has a Patient Participation Group.

The PPG is a group run by patients, for patients.

If you have comments, suggestions or wish to help to develop the services the practice has to offer, ask at reception for a **PPG Form**. One of the PPG group will then get in touch with you.

For further information on the The Border Practice, please visit our website at www.borderpractice.co.uk

We look forward to welcoming you to the Surgery

Useful Telephone Numbers

Surgery (for appointments and general enquiries)	01252 344434
Out of Hours Service	0118 936 5649
Frimley Park Hospital (24hr A&E)	01276 604604
Royal Surrey County Hospital (24hr A&E)	01483 571122
District Nurses	01252 335670
Health Visitors	01252 335000
Community Midwives (Frimley Park Hospital)	01276 604241
Community Midwives (Royal Surrey)	07879 425155
Social Services	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 670883

Local Chemists

Boots, Wellington Centre	01252 317444
Heath End, Farnborough Road	01252 323289
Lloyds, Lower Farnham Road	01252 333400
Rowlands, Aldershot Centre for Health	01252 329098
Sainsbury's, Water Lane, Farnham	01252 718061
Superdrug, Wellington Centre	01252 317295
Tescos, Wellington Avenue	01252 803449
Vernons, North Lane	01252 314018
Wellington, High Street	01252 332551