

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.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on our website, or please call in and ask at the surgery.

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.

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 provide. For more information on how to do this please visit our website or ask at reception.

Visit our website: www.orchidhousesurgery.co.uk

PATIENT INFORMATION LEAFLET



The Orchid House Surgery

Orchid House Surgery is a partnership providing NHS Services under a NHS England General Medical Services Contract

FERNDOWN MEDICAL CENTRE

ST MARY'S ROAD

FERNDOWN

BH22 9HF

Telephone - 01202 897000

Email - orchid.house@nhs.net

Website - www.orchidhousesurgery.co.uk

SURGERY OPENING HOURS

Mon - Fri	8.30 am	6.30pm
Weekends and Bank Holidays	Closed	

Welcome to Orchid House Surgery

We welcome you as a patient to our practice and hope you will find this leaflet helpful. It is intended to inform you of the services available and to help you get full benefit from them. As a practice, we wish to help you recover as rapidly as possible from any illness and help you avoid ill health by encouraging a healthy lifestyle.

Orchid House Surgery does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability, medical condition or the perceived economic work or amount of work they are likely to generate by virtue of their clinical condition.

Although we are a group practice and all patients are able to see any doctor, all patients have a named GP who is responsible for the overall care given by the practice. If you would like to know which GP is allocated to you, please ask at reception or at your next appointment.

Dr Mark Every; Dr Fran Graña; Dr Preethi Balachandran

Dorset CCG

Dorset CCG, Vespasian House, Barrack Road

Dorchester, DT1 1TS

Telephone: 01305 368900 www.dorsetccg.nhs.uk

NHS England Contact

We provide the NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT

Telephone: 0300 311 2233 Email: england.contactus@nhs.net

Visit our website: www.orchidhousesurgery.co.uk

Test Results

Test results can be accessed from your on-line account. If you do not have on-line access please telephone for results between 2pm and 6.30pm

Results will only be given to the specific patient to whom they apply, unless written consent has been provided.

To safeguard patient confidentiality it is not our policy to verbally give results to patients at the main reception desk.

Some tests take longer than others to process. If you have had several tests the receptionists will not necessarily know whether all the results are back unless you can identify them.

Please do not expect the receptionists to have any medical knowledge. They will tell you if your test is normal as per the doctor's comments, but if actual results are required a print-out can be collected from reception upon request.

If any test is abnormal or you require further discussion or interpretation, then please refer to your doctor.

Due to the large number of test results processed, we cannot contact you all with results, so we leave this

Visit our website: www.orchidhousesurgery.co.uk

Repeat Prescriptions

Almost all of our prescriptions are processed electronically.

Please allow a full 48 working hours for us to process your prescription. **Your pharmacy will also need time on top of this to prepare your medication.**

Prescriptions can be ordered in a variety of ways:

- ⇒ through your pharmacy
- ⇒ your patient on-line account
- ⇒ the NHS App
- ⇒ the link on our website
- ⇒ on paper through the letter box in the surgery foyer

We do not accept prescription requests by phone, except from patients who are housebound.

Your prescriptions will be sent to your nominated pharmacy. If you wish to change this please do so via on-line access or a request at the surgery.

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.

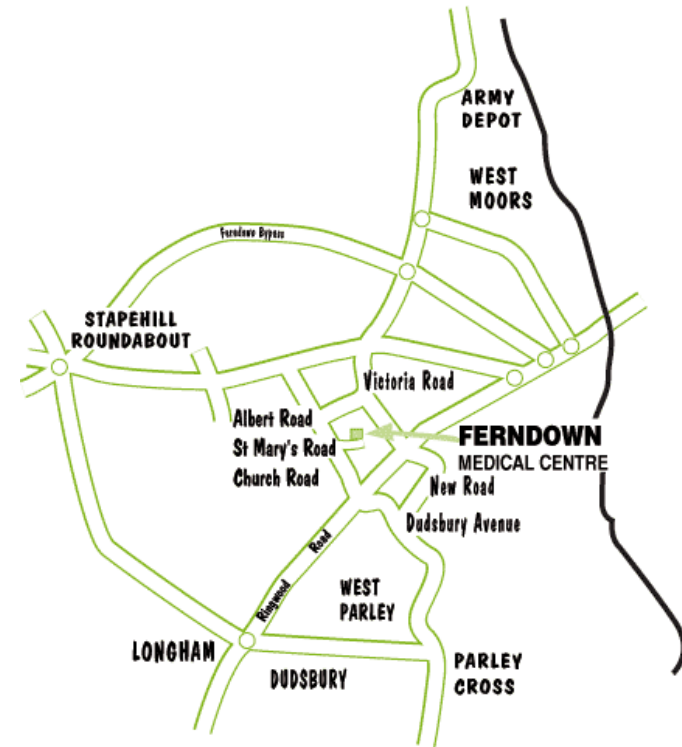
Visit our website: www.orchidhousesurgery.co.uk

Registration

To register at Orchid House Surgery, please follow the link on the website or call in at reception to collect a registration form. When this is complete please visit the surgery with photographic identification and proof of your address.

Everyone has the right to register with a GP regardless of immigration or housing status, so if you have difficulty providing identity documents please just let us know.

The area covered by the practice is shown below



Visit our website: www.orchidhousesurgery.co.uk

The Practice Team

This practice operates under a non-limited Partnership agreement and provide services on behalf of the NHS.

Partners

Dr Mark Every: BSc BM 1991 Southampton, DFSRH 1997, MRCGP 1999

Dr Fran Graña: LMS (MBBS) Oviedo 1996

Dr Preethi Balachandran: MRCGP 2012, MB BS India 1998

Salaried GP

Dr Stephanie Martindale: MBBS 2010 Newcastle, MRCGP 2015

Advanced Nurse Practitioner

Tracy Dominey: SRN 1987, DPSN (Nurs) 1993, BSc (Hons) Nursing 2000, BSc (Hons) Nurse Practitioner 2009

Nurses

Jess Cutler: Advanced Diploma in Adult Nursing 2008

Sandra Hadley: BSc Adult Nursing 2000

Lisa Perrett: RGN 1991

Paramedic Practitioners

Jane Kendall

Ashley Williamson

Wendy Woolgar

Healthcare Assistants

Zoe Miller

Denise Ewins

Phlebotomist

Josie Taylor

Other Services that can Help You

If you require advice that cannot wait until the surgery is open, please call **111**.

If you are seriously ill or have a significant injury please call **999** and ask for an ambulance or go to A&E.

Minor Injuries Unit

Victoria Hospital in Wimborne. Please call **111** to arrange an appointment.

NHS Walk-in Treatment Centre

Boscombe and Springbourne Health Centre, 66 Palmerstone Road, Boscombe, Bournemouth BH1 4JT. Tel: **01202 720174**

Maternity Services

Patients can self refer from six weeks into their pregnancy at [Self-referral service \(uhd.nhs.uk\)](http://uhd.nhs.uk) or by calling 0300 019 2515

For other queries about your maternity care please contact the community midwifery team on 0300 019 2692

ParentLine

ParentLine is a confidential text messaging service providing parents and carers of 0-5 year olds in Dorset to seek advice from the Health Visiting team about their child's health and development via text message.

Text 07312 277162 for confidential advice

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Services We Provide

Along with routine appointments the practice offers the following services:

Immunisations: the nursing team administers vaccines for both child and adult immunisations. We hold annual flu vaccination programmes for all eligible patients.

Minor Surgery: we offer steroid injections and cryotherapy. Your GP will advise

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.

Are you using the right service?

SELF-CARE  What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7)  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE  Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

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Reception, Administration and Management

Provides front of house services, supports GPs with clinical administration and efficient running of the practice.

An up to date list of staff who work at the surgery can be found on our website.

Training

The practice sometimes undertakes teaching of healthcare professionals. They will be identified to you as students and you can decline to be treated in the presence of a student.

Other Clinical Staff Attached to the Surgery

In addition to our own employees the surgery has access to other clinical staff who are employed by the Primary Care Network:

Social Prescribers

Chris Shuter
Isis Ventura Bermell

Clinical Pharmacist

Deidre Loughman

Pharmacy Technicians

Sonya Gorton
Tracy Moore
Ceris Walker

Paramedic Practitioner

David Beardwood

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Appointments

All consultations are by appointment.

This is a group practice and you may see any doctor. We will do our best to comply with a request to see a specific doctor, however there may be a longer wait for an appointment.

The majority of our appointments are booked on the day and there are a few appointments available to book up to four days in advance. All appointments are a telephone consultation in the first instance. The clinician will book a face to face appointment for you if necessary.

Your receptionist will ask for a brief outline of your problem when you call to make an appointment. We have several types of health care professionals working in the surgery so we can offer you more choice on the best health care professional to help you.

All staff are bound by strict confidentiality rules, receptionists included.

Home Visits

Home visits are for those patients who are temporarily or permanently housebound. Requests for home visits should be made before 10.30am whenever possible.

We have a team of experienced paramedic practitioners who work closely with the doctors to care for our housebound patients. They are clinically able to assess patients in the home to evaluate medical conditions and social problems and to take appropriate action.

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Appointments Outside of Surgery Hours

We offer extended hour, early morning and late evening appointments for those patients that are unable to get to the surgery during normal hours.

We are working to improve access to appointments for our patients, in particular at evenings and weekends. If you would like to be offered one of these appointments, please ask. These appointments are being held at Poole or Wimborne Hospital.

On-line Access to your GP Record

As well as ordering prescriptions, from the summer 2022 on-line access will automatically include your full medical record. Records can be viewed from the go-live date or the date of registration at the surgery; whichever is latest.

Accessing the Surgery

Car Parking

There are two public car parks adjacent to the medical centre. Please do not use the car park or the area in front of the surgery entrance, unless you are disabled and wish to use the designated disabled car parking bays.

Disabled Access

The main entrance to the surgery is accessible to wheelchairs (there is a telephone intercom system by the main front door should you require any assistance) and all of our consulting rooms are accessible.

A toilet suitable for disabled patients is also available.

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