



Camberley Health Centre (Dr Fisher & Partners)

159 Frimley Road
Camberley
Surrey
GU15 2QA

Telephone: 01276 20101
Website: www.camberleyhealthcentre.nhs.uk

Welcome

Our mission statement:

To improve the health, wellbeing and lives of those we care for.

About The Practice

The practice, long established in Camberley, has been situated at the Camberley Health Centre on the Frimley Road since 1974.

The doctors work as part of a primary care team, to give you a full range of medical services. Our team includes:

- Practice nurses,
- Healthcare assistants,
- District nurses,
- Health visitors,
- Clinical pharmacists,
- First Contact Physiotherapists and
- Community midwives

Opening Times

Reception desk is open at the following times:

Monday to Friday - 7.30am to 6.30pm (8pm on late opening evenings)

Telephone lines are open at the following times:

Monday to Friday - 8am - 6.30pm (8pm on late opening evenings)

The Doctors

Partners	Salaried GP's
Dr Rebecca Fisher	Dr Katy Hedley
Dr Andrew Cochrane	Dr Flora Richardson
Dr Gail Milligan	Dr Emma Smith
Dr Sarah Stradling	
Dr Sarah Oakes	

Further information about our doctors can be found on our [website](#).

Doctor Availability

The doctors are available:

Monday to Friday - 7.30am to 8pm

We share the late appointments (6.30pm - 8pm) with Station Road Surgery on a rolling rota, hence you may be offered a late appointment at their surgery depending on the day chosen.

Alternate Saturdays - 8.00am to 10.30am

These are pre-booked appointments only, no general admin or walk in appointments.

Appointment length/type

Routine GP appointments are 10 minutes long. If you think you may need longer, or if you have several problems to discuss, please let the receptionist know and we will try to arrange a longer appointment.

Certain appointments require different consultation times or specific professionals so it is helpful to inform the receptionist of the reason for your appointment, to ensure the correct booking is made.

We have also now moved to a telephone first approach for the GP's and hence you will usually have a telephone consultation initially and sometimes a video consultation or face-to-face appointment thereafter if felt required and appropriate.

Doctors in Training and medical students

Our practice is a training practice and we host many doctors at various points in their training. Some are GP speciality trainees (qualified doctors completing the final stages to become a GP) and others are Foundation Doctors (qualified doctors yet to start specialist training). When booking an appointment you may be offered an appointment with them. All doctors in training have nominated supervisors to oversee their work.

Medical students and Nursing students are also attached to the practice for short periods and may sit in with the doctor or nurse during consultations. You will be notified of this and patients always have the option of asking for the student not to be present - please inform the receptionists if this is your preference.

Dr Tina Sirichantaropass and Dr Sarah Davis are our GP Trainees currently in post at the practice and are supervised by Dr Gail Milligan and Dr Andrew Cochrane respectively.

The Practice Manager

Our practice manager, Miss Ray Menon, is responsible for the smooth running of the practice and is available to answer queries and receive comments regarding our range of services.

Mrs Elaine Gray is our Reception Manager and will also be able to assist you with your queries.

The Reception Team

Our reception team is made up of part-time receptionists who are trained to help you. The team do not hold medical qualifications – however, they will be pleased to advise you on the best way to use our services. Any questions they may ask are designed to aid you and are treated in the strictest of confidence.

The Practice Nursing Team

Practice Nurses (RGN)	Healthcare Assistants
Karen Tisot	Nicola Marshall
Kathryn Hodgson	Claire Bluck
Rachel Stewart	

They are available for appointments Monday to Friday 8.00am to 6.30pm (to 8pm on some late opening evenings). Their numerous tasks include:

- Taking blood for tests
- Cervical smears
- Ear syringing
- Contraceptive advice / reviews
- Health checks
- Dressings
- Immunisations
- Removal of stitches / clips
- Blood pressure checks
- Diabetes / heart disease reviews
- Asthma / COPD reviews
- Travel advice

The District Nurses

There is a team of community nursing sisters who work alongside the practice. They are currently employed by Virgin Healthcare and further information can be found on their [website](#). They provide skilled care in the home and provide professional advice and support to families caring for their sick and elderly relatives. Each patient's needs are assessed and their care and treatment is planned accordingly.

Health Visitors

The health visitors advise on general health and welfare matters affecting all age groups. The health visitors take a special interest in the under-fives and their families, and give special advice on problems relating to children's feeding, diet, behaviour and general development. The health visitors can be contacted via their [website](#).

Appointments

Appointments to see a doctor or Practice Nurse may be booked online via the [NHS App](#) or using a similar account eg Patient Access, or by telephoning the surgery on 01276 20101. Routine appointments usually can be booked up to four weeks in advance.

Patients needing to be seen urgently may be seen by other doctors within the practice other than their preferred choice, as we prioritise urgent cases.

Please do not email the practice requesting an appointment (nor with clinical queries / concerns).

If you no longer require or are able to use your booked appointment, please do inform us as soon as possible, so that we can use this time for another patient. You can also cancel appointments online via the NHS App or Patient Access.

SMS reminders

If you have a mobile telephone number logged with the practice, when you make an appointment you will automatically receive an SMS reminder. If you prefer not to receive these, please let our reception team know.

eConsult

You can also now submit non-urgent clinical queries, gain advice or supply the practice with relevant information via the eConsult service. This can be accessed at: <https://camberleyhealthcentre.webgp.com>, or through our website.

Nights and Weekends

If you require urgent medical advice during the hours of 8pm and 8am weekdays or at the weekend, please telephone 111 to access the out of hours service. All calls to 111 are recorded.

If you have a life threatening emergency, please call 999.

Test Results

All patients' records on file or in the computer system are confidential. In order to maintain this confidentiality, test results can only be given to the patient themselves, or parents of minors if appropriate, when satisfactory identification has been obtained by the receptionist.

Telephone enquiries for results of x-rays and investigations can be made between 9.00am and 6.30pm (8.00pm on late evenings). You can also access your results via the NHS App.

Sometimes the doctor will suggest that you make a telephone appointment to discuss the result - the receptionist will advise you of this if necessary.

Home Visits

Please remember that several patients can be seen at the surgery in the time that it takes to make one home visit. Home visits are therefore only available for patients who are physically unable to get to the surgery and are at the discretion of the doctor. Only request a visit if you are confined to your home, terminally ill, or are too ill to visit the surgery and give the receptionist as much information as possible to enable the doctor to prioritise visits. Requests should be received before 10.30am, if possible, if a visit is required that day and only emergency visits will be arranged after this time.

Repeat prescriptions

In order to prevent errors, repeat prescriptions should not be requested over the telephone.

Please allow **three working days** to process your request and make allowance for weekends and public holidays. Please remember that it is your responsibility to ensure that you have sufficient medication in hand.

You can use the NHS App or Patient Access to electronically request your repeat medication. Requests can also be made in writing by handing in a completed request slip at the surgery during opening hours or via your local pharmacy. You may, at your risk, leave your request in the mailbox attached to the outside wall of the building by the front door outside of opening hours.

Urgent requests will be considered by your GP if they are **medically** urgent. Some requests, such as those for hay fever medication or acne cream for example, are unlikely to be considered as medically urgent.

Fitness to Work Certificates

If you are ill / medically unable to work, you should initially complete a self-certified sickness certificate, which is available from the Department of Health [website](#) or your employer. This self-certificate covers the first seven days of your illness (a calendar week, eg Monday - Sunday or Thursday to Wednesday).

If your illness lasts for more than 7 days, you will need a certificate from your GP. This will usually only be obtained via a consultation with your doctor (telephone, face to face or eConsult).

Accident & Emergency

The nearest Accident and Emergency department is at Frimley Park Hospital on the Portsmouth Road. Telephone number: 01276 604604. Please use this service appropriately and consider alternative sources of help & advice - NHS website, 111 service, community pharmacist, GP.

New Patients

Patients requesting to join the practice are asked to do the following.

1. Provide photo ID and proof of UK residency (utility bill/bank statement), to ensure correct registration.
2. Complete a GMS1 registration form.
3. Complete a practice questionnaire.

Change of Address and Telephone Number

Please inform us immediately if you move or change your telephone number, so we can continue to contact you as necessary. This can be done via our front desk, over the telephone, via email or through our website.

It is your responsibility to keep your details current.

Complaints

The practice does have an in-house complaints policy as specified by the Department of Health and a copy of this is available from reception. We always try to give you the best possible service, but there may be times when you feel this has not happened. If you wish to make a complaint, please put this in writing to Miss Ray Menon, Practice Manager.

We also welcome any compliments you may have - they can be a wonderful morale booster for the staff.

Violent and Abusive Behaviour

The practice has a zero tolerance policy towards violence and abusive behaviour. For clarity this is replicated here:

Zero Tolerance Policy

Our staff come to work to care for others and we expect everyone to treat both patients and staff with respect. Sadly, the number of patients behaving unacceptably towards our staff is increasing.

In line with the rest of the NHS we have a Zero Tolerance policy and aggressive, violent or intimidating behaviour will not be tolerated under any circumstances.

For clarity this includes, but is not limited to, the following

- Offensive language, verbal abuse and/or swearing which prevents staff from doing their job or makes them feel unsafe;
- Bullying or intimidation;
- Unwanted or abusive remarks;
- Negative, malicious or stereotypical comments;
- Deliberate invasion of personal space;
- Loud and intrusive conversation;
- Physical assault including unsuccessful physical assaults;
- Threats or risk of serious injury to a member of staff, fellow patients or visitors;
- Brandishing of objects or weapons;
- Offensive gestures;
- Stalking;
- Spitting;
- Alcohol or drug fuelled abuse;
- Unreasonable behaviour and non-cooperation such as repeated disregard of requests from staff members; or
- Malicious destruction of or damage to practice property.

Anyone verbally abusing or intimidating members of staff will be sent a letter from the Practice Manager reminding them that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. More severe instances or any instances of violence or threats will result in immediate removal from the Practice patient list.

There will be no appeal process.

The Practice feels sure you will understand that proper behaviour is absolutely necessary for the running of the Practice and thanks you for your co-operation.

Practice Boundary

We have over 10,000 patients and in order to provide a level of service that we require, we have a practice boundary which is shown on the back cover of this booklet. In some cases when you move house this will take you outside our catchment area. In these circumstances, you should re-register with another practice nearer your new home.

This rule is to help ensure that our patients receive the best care and in a timely fashion, which includes home visits if required or access to district nurses / health visitors etc.

Data Confidentiality

In the best interest of patients, information such as your Summary Care Record (which contains details of medications, allergies and any significant medical issues) is shared with other healthcare bodies unless you have opted out. Additionally the practice is sometimes visited by other NHS bodies and this may require an examination of patients' records (for quality and probity purposes). These are anonymised where possible, but if not, the NHS employee would have signed a confidentiality clause before the visit. Should you object to your medical records being used in this way, please inform the Practice Manager. Doctors in other practices who provide patient services on our behalf (including the out of hours service) also have access to your records but in these cases you will be required to provide your consent prior to any consultation taking place.

Other Services

Maternity

We offer, together with our attached team of community midwives, a full antenatal and postnatal care service. We have two clinics with the midwife on Tuesday afternoons and full day Wednesday by appointment.

Family Planning

We offer family planning and contraception services including coil fitting / checking / removal, and contraceptive implant fitting / removal. Please initially consult with your own doctor during surgery hours to discuss this, although it may be another doctor who carries out the procedure.

Warfarin/INR Clinic

A phlebotomist from Frimley Park Hospital runs a Warfarin clinic on a Monday morning with pre-bookable appointments between 8.45 and 11.45am. This is shortly to be replaced with in-house INR testing so patients have an immediate result.

Phlebotomy

Blood tests can be booked with our Health Care Assistants and are available Mon- Fri.

Immunisations

All children start their immunisation programme at two months. Our nurses administer the vaccines and an appointment can be booked with them for this. Practice nurses will also provide advice on all immunisations.

Cervical Screening

Regular cervical screening can save lives. Invites will be sent out to patients every 3-5 years. Please book the appointment with our practice nurse once you have received your invitation.

Asthma / COPD / Diabetes / Heart Disease Reviews

Please respond to the recall notice you are sent (by letter, text or email) and book an appointment with the appropriate member of staff, which will be advised by the receptionist.

Flu Vaccinations

An influenza vaccination is particularly recommended for patients with diabetes, heart, lung and kidney disease, and residents of nursing and residential homes. Please look at our website from around September onwards for details of vaccinations dates. All those patients that are eligible for a flu vaccination will be contacted. If you are unable to come to the surgery and are housebound, one of our nurses or the district nurse will do the vaccination at home.

Pneumococcal Vaccination

Pneumococcal Vaccinations are available to all patients over the age of 65. They are also available to those patients that come into certain high risk groups and you will be advised if you are in one of these groups and need a vaccination.

Shingles Vaccination

Vaccinations for pneumococcal are available for all patients **in specific age groups**, currently early and late 70s. You will be advised if you are eligible. If you are over 80 the vaccine is not available as it becomes less effective.

Counselling / Mental Health

Please contact your doctor with any concerns re mental health. There is also a self-referral option for NHS funded counselling / psychology services and you do not need to contact your GP for this. See [this website](#) for more details.

Non-NHS Work

Medical Examinations

The doctors are able to carry out medical examinations eg insurance, taxi licence etc, by appointment outside of routine surgery hours. Please telephone the surgery for an appointment. A list of non-NHS fees is displayed at the reception desk and also on the internet and this is payable when you book the appointment.

Travel Advice / Vaccination

Travel medicine is not an NHS service. Our practice nurses are able to give travel immunisations together with travel advice and precautions to be taken when abroad. Please make an appointment at least eight weeks in advance of your holiday to ensure adequate cover. A deposit will be required for the appointment and charges are made for certain immunisations and vaccinations which are not covered by the NHS. Deposits are retained by the surgery if you do not attend your appointment.

Please note that we no longer carry out Yellow Fever vaccinations.

Self management of common illnesses and injuries

Many common aches and pains can be simply treated at home without the need to consult a doctor. Your local Pharmacy can also give you advice of management of these.

The [NHS website](#) also contains helpful advice on many conditions and is updated on a more regular basis.

Practice Charter

Our Objectives:

1. To provide the best possible quality service for our patients within a confidential and safe environment by working together
2. To show our patients courtesy and respect at all times irrespective of ethnic origin, religious belief, personal attributes or the nature of the health problem
3. To work in partnership with our patients, their families and carers and involve them in decisions regarding their treatment
4. To promote good health and well-being to our patients through education and information
5. To involve allied healthcare professionals in the care of our patients where it is in their best interests
6. To encourage our patients to get involved in the practice through regular surveys and encouragement to comment on the care they receive
7. To train and take care of our staff, ensuring a competent and motivated team with the right skills and training to do their jobs and to protect them against abuse.
8. To treat all patients and staff with dignity, respect and honesty in an environment that is accessible, safe and friendly.

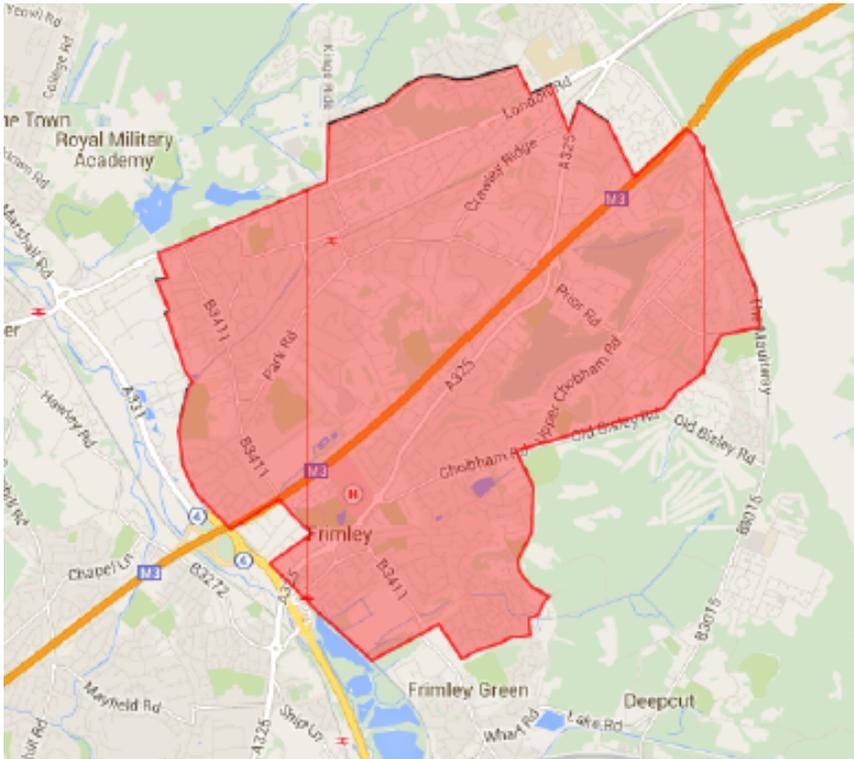
Our Commitment To You:

1. To provide medically urgent or emergency appointments on the same day as soon as a doctor is free
2. To attend patients at home if they are too ill to attend the practice (home visits are dealt with by the patient's registered doctor or their buddy)
3. To see patients within 15 minutes of the routine appointment time or give an explanation of the delay
4. To maintain confidentiality of medical records
5. To provide healthcare in clean, comfortable surroundings
6. To treat all patients with courtesy and efficiency
7. To provide routine appointments for the doctor of choice within three working days providing that doctor is conducting surgery

Our Requests of Our Patients:

1. To be punctual for all appointment times
2. To notify the practice as early as possible if the booked appointments cannot be kept
3. To make separate appointments if more than one person is to be seen
4. To accept that more than one appointment might be necessary for numerous or complicated problems
5. To be patient if appointment times are running late. It is not always possible to forecast the precise time each examination requires
6. To ask for home visits only if the patient is too ill to attend the surgery
7. To contact the doctor out of hours only for a medical emergency that requires immediate attention
8. To take responsibility for managing personal medication
9. To keep all contact details up to date
10. To be courteous at all times to the practice staff

Practice Boundary



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