

Drs Sparrow, Clayton & Furber Stalbridge Surgery

Welcome

Thank you for registering with our surgery. We aim to provide a high quality service to our patients and would like to extend an invitation to each member of your family to meet with the Doctor (for those who are on any form of regular medication) or our Practice Nurse for a general health check in our 'New Patient Health Check'.

This consultation is an opportunity to take note of any important facts about your health and previous medical history prior to the arrival of your medical records, which may take some weeks.

Prior to your appointment it would be helpful if you could complete the New Patient Health Information and return the form to the surgery.

Making an appointment

- By telephone:- **01963 362363**
- Via our **website** using EMIS Access - ask for details
- In person, call into the surgery.

Patients are normally seen by an appointment at the surgery. In modern day General Practice there are a number of health care professionals within the surgery team who operate an appointment schedule:-

- General Practitioner – Dr Geoff Sparrow, Dr Stephen Clayton, Dr Peter Furber
- Nurse Practitioner – Sister Jean Lover, Louise Moore
- Practice Nurses – Gill Cooke, Nicki Holloway
- Health Care Assistant – Tina Male

We hope to offer you an appointment to see the person of your choice when this is convenient for you. However this is not always possible and we ask you to be patient with our receptionists while they are trying to help you. You may see any doctor or nurse within the practice, we would encourage you to have some consistency and see the same person throughout a particular illness.

Contact help in an Emergency

- **During surgery hours telephone – 01963 362363**
- **Dorset Urgent Care Service – 01202 896333**
- **NHS Direct – 0845 4647**

Nurse Practitioner Triage Appointments

In 2003 we introduced a Nurse Practitioner Triage. This is a system where appointments are available on the day. The aim of these triage appointments is to deliver a safe, appropriate and timely consultation. The triage system of appointments is for both minor illnesses, which can be seen quickly and appropriate management instituted, and for more serious and complex cases where the nurse practitioner will co-consult with one of the GP's.

For easier access use our online forms at

www.stalbridgesurgery.co.uk

**Reception: 01963 362363, Admin: 01963 363317,
Repeat Prescription: 01963 362138, Fax: 01963 362866**

Drs Sparrow, Clayton & Furber Stalbridge Surgery

Primary Health Care Team

The surgery has a full complement of attached health staff which includes:-

- District Nurse (The [District Nurse](#) is specially trained to assess patients for nursing care in their own homes. See the enclosed leaflet detailing her role)
- Health Visitor (The [health visiting team](#) offer health assessment, advice and care for all child related issues. For more details please see the enclosed leaflet)
- Midwife (Our [Midwife](#) service is supplied by a team approach. They are all Midwives attached to the Dorset County Hospital. They visit the practice each Friday morning to hold an antenatal clinic. For more details see the enclosed leaflet)
- Physiotherapist
- Podiatrist
- Audiologist
- Chiropracter

Cancelling appointments

If you are unable to make an appointment or it is no longer required please inform reception or notify us online by using EMIS Access via our website.

Appointment Standards

We have set standards for our appointments:

- **Routine** – any doctor within 48 hours (excluding Saturday and Sunday), any health care professional within 24 hours
- **Urgent** – same day
- **Emergency** – same surgery

If your problem is urgent please make this clear to the receptionist and they will endeavour to fit you in as quickly as possible.

Our standard appointment time is 10 minutes. Should you feel that a double appointment may be needed for your consultation please discuss this with the receptionist. If your appointment is for a medical or some other special problem please inform reception so that adequate time is allowed.

When dealing with people and their personal problems, consultations will occasionally inevitably run late. Please be patient, if you are required to wait remember it may be you that requires the longer consultation next time.

Home visits

Home visits are for those patients who are physically incapable, due to ill health, of attending the surgery. Please do not request a home visit unless this is the case. They take the Doctor far more time and sometimes a full examination and tests are more appropriate at the surgery.

Home visits may be requested by:-

- By telephone:- **01963 362363**
- By a relative or friend calling at the surgery
- E-mail:- via our [website](#) (allow 48 hours).

For easier access use our online forms at

www.stalbridgesurgery.co.uk

Reception: 01963 362363, Admin: 01963 363317,

Repeat Prescription: 01963 362138, Fax: 01963 362866

Drs Sparrow, Clayton & Furber Stalbridge Surgery

A certain amount of information will be requested by reception in order to prioritise visits. It would be of great assistance if all home visits could be requested by 11:00am prior to the commencement of rounds.

Contacting the surgery

Many small problems or queries can be dealt with without seeing a doctor in a face to face consultation.

There are two ways of resolving any such issues:-

- By our [enquiry profoma](#) on the **website**. The enquiry will be passed onto the relevant person and an e-mail response will be forthcoming.
- By telephone:- **01963 362363** Please present your problem as succinctly as possible to the receptionist. They will then pass this message on to the doctor concerned and they will telephone you back

Stalbridge Surgery Dispensary

The surgery has its own dispensary. The surgery dispensary is able to provide all medications for those patients living more than a mile from a chemist. Our receptionists will indicate at the time of registering whether you are eligible for this service.

The Dispensary is open the same hours as the main surgery, contact telephone number is 01963 362138.

Monday - Friday 08:45-13:00 and 13:45-18:00.

How to order Repeat Prescriptions

If you are taking regular medication then you will receive a repeat prescription slip with your prescription for when you are ready to reorder. Please do not order excess drugs or drugs you no longer need as our drug budget stretches only so far.

Please give us at least 48 hours notice when requesting a repeat prescription.

You may order more supplies by:-

- Using EMIS Access via our **website** - ask for details
- Returning the repeat request slip to the surgery
- Fax at anytime **01963 362866**
- Telephoning the surgery **on 01963 362138** between 08:45-13:00 and 13:45-18:00 Monday to Friday.

Once requested your prescription can be collected from:-

- The surgery dispensary, if we dispense for you.
- Directly from the chemist in Stalbridge
- Directly from the chemist in Marnhull
- Or posted to yourself or a chemist of your choice, please provide a sae.

For easier access use our online forms at
www.stalbridgesurgery.co.uk
Reception: 01963 362363, Admin: 01963 363317,
Repeat Prescription: 01963 362138, Fax: 01963 362866

Drs Sparrow, Clayton & Furber Stalbridge Surgery

Repeat Prescription Reviews

Monitoring repeat drug treatment is an effective way of ensuring that a treatment is working, whilst protecting the patient from adverse drug effects. We generally recommend a repeat prescription review appointment every six months. This allows the above to be discussed in addition to the assessment of whether a drug is still needed at all in the light of possible changed circumstances. Also any monitoring tests may be arranged.

**For easier access use our online forms at
www.stalbridgesurgery.co.uk
Reception: 01963 362363, Admin: 01963 363317,
Repeat Prescription: 01963 362138, Fax: 01963 362866**

Drs Sparrow, Clayton & Furber Stalbridge Surgery

Practice Area

We are happy to accept patients from the area outlined in our map, a range of approximately 8 miles from the surgery. If you are unsure please discuss this with reception. New patients are always welcome and are encouraged to come and have a look around the surgery prior to registering.

Our practice does not extend into the Sturminster Newton town area.

Results of tests

Our specimens are taken to Dorchester from the surgery at 12pm Monday to Friday. The time taken for us to receive the results varies. A rough guide is that:-

- Most blood tests are back within 3 days
- X ray reports take 5-10 days
- Cervical smears 3-6 weeks

Results can be obtained by:-

- Telephoning the surgery, **01963 362363**, please do this in the afternoons when the phone lines are less busy
- E-mail:- via our [website](#)

CONFIDENTIALITY is paramount throughout the surgery and results will only be given to the individual patient or parents of young children.

Temporary Residents

If you have friends or relatives visiting you who need medical help we would be pleased to accept them as a temporary patient.

Disabled

The main entrance to the surgery has no steps and the doorways are wide enough for wheelchairs. There are also disabled toilet facilities easily accessed by wheelchairs.

All consulting rooms are on the same level as the entrance to the surgery.

Doctor Consulting Hours by Appointment

Please refer to our website at www.stalbridgesurgery.co.uk

**For easier access use our online forms at
www.stalbridgesurgery.co.uk
Reception: 01963 362363, Admin: 01963 363317,
Repeat Prescription: 01963 362138, Fax: 01963 362866**