



TELEPHONE NUMBERS-:

01305 774444/768844

HEALTH VISITOR

01305 361071

New patients are accepted, and visitors treated in the area of Weymouth, West of the River Wey, North of Ferrybridge and including Chickerell to the West.

THE DOCTORS

Dr Sarah Dowling	MRCGP DFSRH
Dr John Usher	MRCGP MRCP MBBS
Dr Mehrdad Bordbar	MRCGP MBBS
Dr Kirstie Stone	MRCGP DRCOG BMBS BmedSci

The four doctors offer family medicine with the support of two practice nurses, Health Care Assistant, Phlebotomist, attached health visitors, community nurses, physiotherapist and chiropodist.

Since 1982 we have been fully computerised, offering full preventative care. There is parking available, which can get busy, especially at school drop off and pick up time. You may wish to take this into account when booking appointments. There is easy wheelchair access through the front doors, to all consulting rooms and toilet facilities

HELP US TO HELP YOU

- PLEASE BE PUNCTUAL FOR APPOINTMENTS
- LET US KNOW IF YOU CANNOT ATTEND YOUR APPOINTMENT SO THAT WE CAN OFFER IT TO SOMEONE ELSE
- GIVING THE STAFF SOME IDEA OF YOUR PROBLEM CAN MEAN THAT THEY CAN ALLOW EXTRA TIME FOR YOUR APPOINTMENT OR MAKE SURE YOU ARE VISITED QUICKLY IF YOU ARE SERIOUSLY ILL

SURGERY OFFICE HOURS

Monday - Thursday	8.30am - 6.30pm
Friday	8.30am - 12.30pm 2.00pm - 6.30pm
Saturday - Sunday	CLOSED

- THIS PRACTICE SUPPORTS THE GOVERNMENT'S NHS **ZERO TOLERANCE ZONE** CAMPAIGN
- VIOLENT PATIENTS WILL BE REPORTED TO THE POLICE AND STRUCK OFF THE GPs PATIENT LIST
- WE ASK THAT YOU TREAT YOUR GP AND THE PRACTICE STAFF PROPERLY - WITHOUT VIOLENCE OR ABUSE

CONSULTATIONS

All surgery consultations are by appointment only, which may be made by calling at the office, by telephoning 01305 774444/768844 or registering for online appointment booking. If necessary, an appointment can always be offered the same day, although it may not always be with your usual doctor. Booking your appointment well in advance gives you a better choice of times and also helps us. Please let us know if you are unable to keep an appointment. The following consulting times are for guidance only and may be changed when circumstances such as illness or holidays demand. Doctors will be available to speak on the telephone if required, but please note that it may be necessary for a doctor to call you back at a convenient time.

DOCTORS CONSULTING TIMES

DR SARAH DOWLING	Morning	Afternoon	DR JOHN USHER	Morning	Afternoon
Monday	✓	✓	Monday	✓	✓
Tuesday	x	x	Tuesday	✓	x
Wednesday	✓	✓	Wednesday	✓	✓
Thursday	x	x	Thursday	✓	x
Friday (alternate weeks)	✓	✓	Friday	✓	✓
Dr Mehrdad Bordbar	Morning	Afternoon	DR KIRSTIE STONE	Morning	Afternoon
Monday	✓	✓	Monday	x	x
Tuesday	✓	✓	Tuesday	✓	✓
Wednesday	x	x	Wednesday	✓	✓
Thursday	✓	✓	Thursday	✓	✓
Friday	x	x	Friday (alternate weeks)	✓	✓

The practice provides general medical services, maternity services, contraceptive services, cervical screening, vaccination and immunisations, minor surgery, childhood immunisations and Child Health Surveillance services.

Weymouth Elderly Care Service

Aspects of the care of our elderly nursing home residents are provided by the Weymouth Elderly Care Service. They are a team of Doctors and nurse practitioners based in our surgery and provide proactive care services for member practices across the Weymouth locality. They are a scheme developed by the Weymouth and Portland General Practice Federation (Two Harbours Healthcare).

Social Prescriber/Link Worker

Feel confident about managing your health and its impact on your day to day life with our link worker. Our link worker can help you connect to your local community; whether it's signposting or supporting you to access services. You can self-refer into this service or a health professional can book you an appointment. If you would like to see our link worker Shelley, she has appointments available on a Monday afternoon from 2.00pm to 4.30pm. Please telephone the surgery to book one of these appointments or book online through our appointment booking system. Please note this service is for over 18's only.

WE HAVE SPECIAL TIMES FOR-:

Mother & Baby clinics (with Health Visitor)	Every Monday at Wyke Regis Health Centre 10.00 - 11.30am
Extended hours for patients unable to attend during routine surgery hours	By prior appointment only, Monday evenings and Wednesday and Thursday mornings
Physiotherapy	Tuesdays - by appointment
Asthma	By appointment

Chiropody	Mondays, Wednesdays and Fridays - by appointment		
Weight loss	By appointment	Diabetic checks/clinics	By appointment with Nurse Derrett and Diabetic Specialist Nurse
Paediatric checks	By appointment		

Services not covered by the NHS are performed for the fee recommended by the British Medical Association (BMA). Please ask when making appointments.

OTHER MEMBERS OF THE PRACTICE TEAM

PRACTICE NURSES - Polly Derrett, Sarah Hemmings

Health Care Assistant - Hiedi Welch

RESPIRATORY NURSE - Sara Moverley

Our two practice nurses are involved with the health promotion clinics as well as carrying out all nursing procedures at the surgery including wound dressings, stitch removal and injections. Sara now deals with Chronic Obstructive Pulmonary Disease (COPD) clinics on a Thursday.

PRACTICE MANAGER - Kirstie Purnell

Our practice manager organises the running of the practice. She would welcome your opinion on the services we provide and suggestions as to how we may improve it. She also co-ordinates the running of the Patient Participation Group (PPG) so if you would like to join please ask for a form at reception.

SECRETARIES/RECEPTIONISTS - JEANETTE, JILL, KATY, JULIE and KAREN

Our receptionists are available during office hours. They will make appointments, take messages and answer enquiries.

TRUST EMPLOYED STAFF WORKING AT CROSS ROAD SURGERY

COMMUNITY NURSES

Community nurses attached to the practice are able to carry out nursing procedures at home for those who are unable to come to the surgery.

HEALTH VISITOR

A Health Visitor is available to help and advise on all matters of child and family health. They have a separate telephone number of 01305 361071.

PHYSIOTHERAPIST

A Physiotherapist is available to treat patients as required following a referral from your doctor.

CHIROPODIST

A Chiropodist is available to treat patients eligible for NHS chiropody as required following a referral from your doctor, practice nurse or community nurse.

MEDICAL RECORDS

The practice has a private computer system for recording all patient details. We maintain registration under the Data Protection Act. Only health care professionals involved in your care have access to your medical records without your specific consent. You have a right to view your medical record and copies may be taken subject to statutory charges.

HOME VISITS

We will arrange a home visit as appropriate for those patients too ill or infirm to be brought to the surgery. Telephone 01305 774444/768844 to arrange this. Please do not ask for a home visit unless the patient cannot be brought to the surgery. In particular, most children can quite safely be brought to the surgery by car. Please ensure that your request reaches the surgery BEFORE 10.00am unless a genuine emergency arises later.

REPEAT PRESCRIPTIONS

Repeat prescriptions may be requested personally at the office, by letter, via a pharmacy or online (you will need to register for this service. Please speak to the receptionist if you wish to do this.) Some pharmacies offer to make repeat requests on your behalf, but please note that this may take 2-3 working days longer before your prescription is ready. They may be collected 3 working days after the request is made. They will be posted only if a SAE is provided. Children may not legally collect them under the age of 16. If your request is received after 5.30pm on a Friday afternoon, it may not be ready for collection or posting until after 2.00pm on the following Wednesday. We now offer the electronic prescribing service. Please let us know if you wish to nominate a pharmacy for your prescriptions to be sent to electronically.

PRACTICE WEBSITE - www.crossroadsurgery.co.uk

The website will be updated as and when necessary and new information added in from time to time. There is a link on the home page to the online system to order repeat prescriptions and book appointments, once you have registered for this service with reception.

SPECIMENS AND RESULTS

Transport leaves the surgery to take specimens to the laboratory shortly after 2.00pm. Please make sure that we receive specimens in good time. Please telephone 01305 774444/768844 after 11.00am for results of tests. This will give the doctor time to comment on results when they arrive in the morning.

CHANGE IN CIRCUMSTANCES

Please notify the practice of any changes in name, address or telephone number. It is important that we have your up-to-date contact details, specifically mobile numbers as we are able to send SMS text messages for confirmation and reminders for appointments.

HOW TO REGISTER AT THE PRACTICE

As long as you live within our practice boundary area, which is the area of Weymouth, West of the River Wey, North of Ferrybridge and includes Chickerell to the West, you can register by collecting a registration pack from reception. You will need to provide your NHS number (which is obtainable from your previous surgery) and forms of identification which should ideally contain one form of photographic ID. All examples of what can be given are listed in our registration pack. You will then be allocated a named, accountable GP who you will be informed of at the time of registration.

GETTING THE RIGHT HELP WHEN THE SURGERY IS CLOSED If you are unwell when the surgery is closed, contact the Urgent Care Services on 111. The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an [out-of-hours doctor](#), a [walk-in centre](#) or urgent care centre, a community nurse, [an emergency dentist](#) or a late-opening chemist. Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If you need an [ambulance](#), one will be sent just as quickly as if you had dialed 999.

This service is for medical situations- if you or a member of your family become ill and you are concerned. It is not for routine enquiries, such as booking an appointment with your GP, repeat prescriptions, test results etc.

If your problem is urgent you can also:

Visit the Urgent Care Centre (UCC) at Weymouth Community Hospital

You will be triaged and seen by an experienced nurse or doctor for treatment seven days a week, 8.00am until 10.15pm. You do not need an appointment. You may be re-directed back to your GP if your problem is not urgent.

If your injury is not serious you can get help from The UCC rather than going to Accident and Emergency (A&E) department. This will allow A&E staff to concentrate on people with serious life-threatening conditions and will save you a potentially long wait.

The UCC can treat:

- Sprains and strains
- Wound infections
- Minor head injuries
- Minor eye injuries
- Broken bones
- Minor burns and scalds
- Insect and animal bites
- Injuries to back, shoulder and chest

OR

If your injury or illness is **severe**, or you have a **serious accident**, call 999 and ask for an ambulance, or you can visit Accident and Emergency (A&E) department at Dorset County Hospital.

PLEASE REMEMBER THAT A&E IS FOR PEOPLE WITH AN ACCIDENT OR EMERGENCY ONLY.

SELF HELP

COLDS, SORE THROATS AND FLU

Unfortunately, there is still no cure for the common cold or flu because they are viral infections. They do *not* respond to antibiotics. Most sore throats likewise are viral infections. Treat the symptoms by taking Paracetamol and plenty of fluids; simple cough linctus can be soothing.

We suggest you see your doctor only if you are feeling particularly unwell, if you have severe pains in the front of your head or face, or if you are coughing up yellow or green phlegm.

DIARRHOEA AND VOMITING

These symptoms suggest a simple viral infection or food poisoning, both of which clear spontaneously without medication. Drinking plenty of clear fluids (small quantities frequently) will guard against dehydration. Avoidance of milk and dairy products helps the diarrhoea to settle more quickly (breast fed babies should continue to breast-feed). Intermittent griping tummy pains are normal until the diarrhoea settles.

If the pain is consistent, the vomiting persistent, or the illness is lasting more than three days please seek advice from your doctor.

FEVERS IN BABIES AND CHILDREN

These are common, can be quite alarming as the child will often be crying and may vomit. Treat by taking the clothes off the child, giving appropriate doses of Paracetamol (Calpol, Disprol etc.) for the age of the child and gently sponge with tepid water to cool the skin. Give small amounts of clear fluids frequently. If the fever lasts more than 24 hours in infants, or three days in older children please consult your doctor.

PATIENT'S CHARTER

We aim to provide for our patients' good quality family medicine with a team approach, incorporating expanding multi-disciplinary skills under one roof. Our practice leaflet, given to all patients on registration and to others on request, sets out the services offered and usual consulting times for each doctor. In addition to this:

OUR RESPONSIBILITIES TO YOU-:

- You will be greeted in a warm, friendly and welcoming manner.
- The telephone will be answered promptly and politely.
- You will be offered an appointment with the doctor of your choice (holidays, etc. permitting), or a nurse as appropriate, within 2 working days. They will arrange access to other members of the Primary Health Care Team as appropriate.
- Emergencies will always be offered appointments on the same day - though this may not always be with your usual doctor.
- Home visit requests will routinely be dealt with the same day for those too ill to attend the surgery. Urgent calls will be dealt with as soon as possible and in all cases within two hours of receipt.
- If an emergency arises outside office hours an emergency service is always available. Please telephone 111.
- You have a right to absolute confidentiality at all times.
- You have a right to privacy during your consultation and to a chaperone if this would make you feel more comfortable.
- We will ask for your written consent before any treatment, procedures or operations. You have the right to refuse treatment.
- You have a right to information and answer to questions about your own health, in particular: -
 - Any illness and treatment thereof
 - Any alternative treatment
 - Possible side effects of treatment
 - The likely outcome of treatment
 - The prevention of illness and avoidance of illness recurring
- We will make every effort to see you within 20 minutes of your appointment time. If there is unavoidable delay beyond this, you will be informed of this and the reason for it.
- We welcome your right to see your own health records, subject to the limitations of the law (Data Protection Act 1990)
- You have the right to be informed about the results of tests and x-rays ordered by the practice. Your doctor will advise you of the best way of obtaining the results at the time of ordering them.
- Repeat prescriptions will normally be ready for collection two working days after the request is received.
- Your medicines will be reviewed regularly if you are receiving repeat prescriptions to ensure that you are still receiving the most appropriate therapy.
- You have the right to be referred to a consultant or other health worker as appropriate and to be referred for a second opinion if both you and your Doctor agree that this is desirable.
- Routine referral letters will aim to be dispatched within 2 working days of the referral being agreed with the doctor.
- The instruments and equipment we use are regularly serviced and where appropriate, calibrated to ensure accuracy.
- You have the right to choose whether or not you wish to take part in medical research or in GP or nurse training.

- All members of our team will be suitably qualified and attend regular training and updating programmes.
- You are entitled to complain if our service falls below the high standards you expect. Please see your doctor, ask to speak to the practice manager, or write to us.

YOUR RESPONSIBILITIES TO US -

With your rights come responsibilities which will enable us to give you the best service and we would ask you to note the following: -

- You are responsible for keeping appointments with us, and for giving adequate notice if you wish to postpone or cancel appointments.
- Please arrive on time for your appointment - if you are late so will all the patients who follow you be late.
- Appointments are 10 minutes long. For more complex issues, patients can request a 20-minute appointment.
- Delays can be reduced by remembering that an appointment is for ONE person only. Where another member of the family needs to see the Doctor, another appointment should be made.
- You should come to the surgery for appointments unless your illness or infirmity prevents you. A doctor can see many more patients at the surgery than when out visiting and has much fuller facilities and equipment.
- It will help us enormously if requests for home visits could be made before 10.00 am, as it may be difficult to contact the Doctor once he has left the surgery.

YOUR COMMENTS PLEASE

Your views on the quality and type of services provided by the surgery, and by other health service facilities, are welcome and help us to plan for the future. If you feel that any of the quality commitments outlined in this leaflet are not being met, we would like to know about it. Please contact the Practice Manager, either in writing or by telephone.

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service that you have received from the doctors or any of the staff working in this practice, please let us know. We take any comments seriously and you are free to talk to any doctor or member of staff when you feel a matter could have been handled better. For any serious issues to make you feel you have a complaint we have set up an in-house complaint's procedure. This will enable you to tell us of your dissatisfaction. We can then investigate thoroughly, explain what has happened, admit any shortcomings and take action to remedy any deficiency. If you would like a copy of our complaints procedure, please ask the receptionists for a copy.

USEFUL ADDRESSES AND TELEPHONE NUMBERS

NHS Dorset

Dorset Clinical Commissioning Group (CCG)
Vespasian House
Bridport Road
Dorchester
Dorset
DT1 1TS

COMPLAINTS

In writing to the Practice Manager or: -

NHS England
PO Box 16738
Redditch
B97 0PT
Tel: 0300 311 2233
E-mail: england.contactus@nhs.net
Website: <http://www.england.nhs.uk/contact-us/complaint/>

DORSET ADVOCACY SERVICE

Unit 13-15
Jubilee Court
Paceycombe Way
Poundbury
DT1 3AE
Tel: 0300 343 7000
E-mail: nhscomplaints@dorsetadvocacy.co.uk
Website: <http://www.dorsetadvocacy.co.uk/page54.html>

If you are not happy with how we deal with your complaint and would like to take the matter further please contact: -

THE PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN

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