

Welcome to The Border Practice

Welcome to our practice. We are a friendly and dedicated team whose aim is to look after your health needs and the health needs of others living in the Aldershot area.

Our surgery is located on the Blackwater Way and is a purpose built Surgery. Our team comprises 4 Doctors, 3 Nurses, 1 Phlebotomist and 16 additional non-clinical staff, all focused on caring for you. We look after over 8,600 patients in the Aldershot area and aim to provide a high standard of personal care for our patients via a comprehensive range of medical services.

We hope that you will find the information in this leaflet useful.

The Doctors

Dr Roger Lawrence – Senior GP Partner (Male)

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

Dr Narinder Bajwa – GP Partner (Male)

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

Dr Amy Sampuran (Female)

MB BS (2005), DRCOG (2010), DFRSH (2011), MRCP (2011): Speciality Interests: Coil Fittings and Implants, Diabetes

Dr Angela Chang (Female)

MB BS (2003), nMRCGP (2009): Speciality Interests: Diabetes

Our Doctors hold surgeries daily Monday to Friday with a selection of early morning, late evening and Saturday surgeries. You can choose to see any of our GPs, so please just select the appropriate GP name when booking on-line or let our team know when you book.

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 practice business runs well and in accordance with all guidelines.

Nursing Staff

- **Practice Nurses** – We have three 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 and assisting with our Diabetic clinics. One of our Nurses has a specialist qualification in Asthma and COPD.
- **Phlebotomist** – We have a Phlebotomist whose duties include taking blood samples (phlebotomy), carrying out new patient health checks, ECG's, Blood Pressure checks and assisting with our Diabetic clinics.

Administration and Reception Staff

We have a team of 15 full and part-time administration and reception staff to help you when you visit or contact the surgery.

Our Reception Opening Hours are Monday – Friday 8.00am – 6.30pm

Morning Surgery - Appointments are available from 9.00am–11am

Afternoon Surgery – Appointments are available from 3.30pm–5.30pm

You can call the surgery at any time during our opening hours to make an appointment. Please call from 8.00am for emergencies and same day appointments only. We ask that patients wishing to book an appointment in advance phone us after 10am. This helps us keep our lines free for urgent calls. You can also book GP appointments on-line 24 hours a day. Please ask at Reception to register for this service or follow the link via our web site.

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. Thank you.

Named GP

All patients have a Named GP. This GP will have overall responsibility for your care and the support offered via our surgery, however you can make an appointment with any GP of your choice. Either select the appropriate name when booking on-line or let our Receptionist know your preference when booking by telephone. We hope that the continuity of seeing a named GP will be of benefit to you.

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 every day, enough time to discuss one straightforward problem. We offer telephone appointments daily with GPs. Please provide an appropriate contact number as the clinician will only call once, usually after morning surgery, but before 12 noon. When visiting the surgery, please allow time for traffic early morning or late evening so that you arrive in good time. If you do arrive late the GP or Nurse may not be able to see you.

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. 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.

You can also phone the 111 service, which is available 24hrs a day, 7-days a week. Just dial 111 from any phone. If you:

- need medical help quickly, but it's not a 999 emergency
- don't know who to call for medical help or do not have a GP to call
- think you need to go to A&E or another NHS urgent care service
- require health information or reassurance about what to do next

Callers to 111 are put through to a team of trained call advisers. They will assess callers' needs and determine the most appropriate course of action. If you have difficulties communicating or hearing, you can use the NHS 111 service via text phone by calling **18001 111**. If you or someone else experiences severe chest pain, severe loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

Registration

We accept patients who live in our practice catchment area. A map of this area is available to view at reception or on our website. To register complete a registration form, which can be obtained from the practice or printed from our web site. 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. When you register, you will need to make an appointment with a 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/smoking status) 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 can be ordered on-line, handed in at reception, put in our letterbox or posted to us. **You must allow at least 3 working days** for this to be processed.

The Doctors will wish to see you at intervals to review your medication.

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

Electronic Prescription Service (EPS)

The Practice now uses EPS which enables us to send prescriptions electronically to a dispenser (pharmacy) of your choice. This must be set up with the Pharmacy. It is a quick and easy way to send your prescription direct to the pharmacy, saving you a journey to the surgery.

Medication, Immunisations and Allergies On-line

If you have a Patient Access (On-Line Appointments and Repeat Prescription Service) log-in, you can now view the medication, allergies and immunisations that we have recorded for you. To view this information all you need to do is log-in as if you were making an appointment; you will then see a new section marked 'Medical Record'. Just click on 'View Your Medical Record' and the details will show. Please note that for security reasons this information can only be viewed via your personal Patient Access log-in.

Special Clinics – by appointment only

- **Asthma Clinic** - Available to asthmatic patients of any age
- **Children's Immunisation Clinic** - Held weekly on Tuesday and Wednesday afternoons. Immunisations are required at 2, 3, 4 and 12 months of age; Pre-school booster at 3 years 4 months. Further routine teenage vaccines are usually carried out at school.
- **Diabetic Clinic** - Held twice weekly.
- **Gynaecology Clinic** – Held three times a month with Dr Sampuran. These appointments can only be booked after consultation with a GP/Nurse.
- **Minor Surgery Clinics** - Held regularly with Dr Bajwa. These appointments can only be booked on the Doctors instructions.
- **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.

- **Travel Vaccination Clinic** - Please complete a Travel Information Sheet 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. The form is available from reception or on our web site.

If you are unable to attend the arranged clinic times, the Practice Nurses are happy to see you at other times by prior arrangement. 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 **0845 582 1252**.

Health Visitors

Based at Aldershot Centre for Health and can be contacted directly on **01252 335000**.

Psychological Wellbeing Practitioners

Talkplus is a service available to patients in North East Hampshire and Farnham area and is based at The Meads, Farnborough and has locally based clinics. The service can help with many common problems including depression, anxiety, panic, phobias and low self-esteem.

This service can be accessed via the GP or direct either on **01252 533355** or via email at nehccg.talkplus@nhs.net. Further details are available at www.talkplus.org.uk.

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 may 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 provided by our GP's 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 Tuesday, 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.

Postnatal Mum and Baby's First Check

These appointments are usually carried out by one of our GPs 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 hold 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 with our 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 and will only take place with your consent.

Hearing Loop

The Practice has a hearing loop available at Reception upon request.

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 can be discussed personally with the Practice Business Manager or put in writing. If appropriate, to help deal with your concerns we will arrange an informal meeting with you and the Practice Manager and if appropriate, a doctor. The aim of such a meeting is to discuss your concerns and hopefully resolve any 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. A member of the team will need to be present at the viewing. Please note there will be a charge if you require copies of any part of your record. Fees available on request.

Freedom of Information Act

Information available upon request or via our web site.

NE Hampshire and Farnham Clinical Commissioning Group

You can contact the Clinical Commissioning Group (CCG) on 01252 335154 for information regarding services provided in this area. Their website address is shown below:

www.northeasthampshireandfarnhamccg.nhs.uk

Patient Participation Group

The Border Practice 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.

We have completely updated our web site and it is now clear, modern and much easier to use. To find out more about us take a look on :

www.borderpractice.co.uk

We look forward to welcoming you to the Surgery

Useful Telephone Numbers

Surgery (for appointments and general enquiries)	01252 344434
24 hour NHS Health advice service	111
Emergency Ambulance	999
Frimley Park Hospital (24hr A&E)	01276 604604
Royal Surrey County Hospital (24hr A&E)	01483 571122
District Nurses	0845 5821252
Health Visitors	01252 335000
Community Midwives (Frimley Park Hospital)	01276 604241
Adult Social Services (Hampshire County Council)	01252 796208
Citizens Advice Bureau	03444 111306
Benefits at Rushmoor Borough Council	01252 398914
Relate	01252 324679
Samaritans	08457 909090
Hampshire Police	0845 0454545
Acorn Community Drug Services	01483 450256
Sexual Health: Hampshire, Portsmouth & Southampton	0300 3002016
www.letstalkaboutit.nhs.uk	

Local Chemists

Boots, Wellington Centre	01252 317444
Heath End, Farnborough Road	01252 323289
Integro Pharmacy (Delivery Only)	01252 447226
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