

# Practice Leaflet

## Holmhurst Medical Centre

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[www.holmhurstmedicalcentre.co.uk](http://www.holmhurstmedicalcentre.co.uk)

### Surgery Hours

**Monday, Tuesday and Thursday**

8.30 am – 6.30 pm

**Wednesday** 8.30 am - 7.30 pm

**Friday** 7.30am —6.30 pm

**Not open on Public holidays**

Telephone lines are closed between 1.00 & 2.00pm

Messages and contact telephone numbers can be left on the answer phone in an **emergency**

### Out of Hours

**For medical help, (not an emergency)**

**Dial 111**

**In an Emergency Dial 999**

# Welcome to Holmhurst Medical Centre

Dr Jane Hammond BSc, MBBS, MRCGP, DRCOG, DFFP, DPDerm

Dr Ian King MSc, MBBS, DCH, DRCOG, MFOM, FRCGP

Dr Peter Johnson MBBS MRCGP DipIMC RCSEd

Dr Layla Al-Ansari MBBS, MBChB, DRCOG, MRCGP

Dr David Koh MBBCh MRCGP

**Holmhurst Medical Centre** is proud to be an accredited training practice providing advanced training for doctors who wish to become General Practitioners. Our GP Registrars are fully qualified doctors who have already worked for 2 or more years in hospitals. They will work with us for between 4 and 12 months and share all aspects of medical care. Please accept their services as an extension of our own.

Additionally, from time to time, we host Medical Students from Brighton and Sussex Medical School. They attend joint consultations with our doctors as part of their training. Whilst we hope that you will feel able to co-operate with us in giving these students this valuable experience, you do have the choice. So, please do not feel embarrassed to say that you do not wish a medical student to be present when you see the doctor if this is how you feel.

## **How to register**

New patients must reside within our Practice boundary and complete a registration form. Please bring your completed registration form to the surgery after 10:30am along with photo identification and proof of your address.

## **Online Services.**

We offer a range of services which you can access online. You can book and cancel a number of appointments, request medication, view your summary care record and complete a request for access to your detailed coded record which includes test results and vaccination details.

**Please note** that in line with national guidance, proxy access to a child's records can be issued to parents or guardians for children **under 11 only**. Once a child reaches their 11th birthday proxy access will be suspended until the child attains the age of 16 when they can apply for their own login details.

To start using online services you will need to attend at the surgery with photographic ID.

By signing up to GP Online services you are agreeing to use the service responsibly. The Practice reserves the right to withdraw access at any time.

## **Checking in**

When you check in for an appointment, please use the check in screen whenever possible.

## **Routine Appointments**

Appointments can be made in person, by telephone or online if you have registered for online services. However, if you wish to see a specific doctor/nurse there may be a longer interval before an appointment is available.

Please note that for non-urgent cases we do have some appointments which are pre-bookable up to 3 weeks in advance. There are limited routine appointments for the Doctors available on the day.

Practice Nurse appointments are bookable in advance.

## **Minor Illness Clinic**

A nurse-led Minor Illness Clinic operates subject to nurse availability on the following days:-

Mondays, Tuesdays, Wednesdays and Fridays.

Appointments are bookable on the day.

This is suitable for minor illnesses such as red/sticky eye, ear pain/discharge, sore throats, coughs, colds, urinary symptoms, thrush, eczema flare ups, chest infections, abdominal pain, minor skin infections and emergency post-coital contraception. It is run by our Nurse Practitioner. This clinic is not suitable for pregnancy related illness.

## **Extended Hours Clinics**

We are open early Friday mornings from 7.30 a.m. and close late Wednesday evenings at 7.30 p.m.

## **Telephone Consultations**

GP telephone appointments are available to pre-book.

## **Urgent Appointments**

We offer emergency sit-and-wait appointments every morning and afternoon. You will be asked the reason for the appointment and will be given a guide time to come to the surgery to wait from. Please note that as this is an urgent clinic it will be very likely that you will have to wait to be seen, but you will be seen by a GP.

## **Home visits**

Doctors will make home visits for patients who are housebound or too ill to come to the surgery. Please ring prior to 10am if possible. You will be asked the reason for the visit and the GP may phone first to decide if a home visit is necessary.

## **Test results**

Test results are available by phoning the results line on Mondays, Wednesdays and Fridays between 2pm and 4pm. Alternatively, test results can be accessed online if you have registered for online services.

## **Referrals for further care**

NHS referrals will usually be made to one of the Consultant led clinics run at the surgery by Dorking Healthcare or at East Surrey Hospital, but the choice does lie with the patient, so please do discuss the options with your doctor.

## **Pregnancy/Midwife**

Early Pregnancy Packs are available from Reception for collection when you know you are pregnant. This pack contains a form for you to book your scan; there is no need to see a midwife or GP prior to booking your scan unless you have any health concerns.

Your 'Booking' appointment with the Midwife should be at around 8 weeks.

Guidelines recommend that you should be taking folic acid throughout your pregnancy.

## **Repeat Prescriptions**

**Please allow 3 working days for a repeat prescription.**

Requests may be submitted: online, via our website

**[www.holmhurstmedicalcentre.co.uk](http://www.holmhurstmedicalcentre.co.uk)** if you have registered for online services, by post or in person.

When using the computer-printed counterfoil, please tick all items required.

In the interests of safety, receptionists are NOT permitted to take prescription requests over the phone without the doctor's prior authorisation and this is only given in very exceptional circumstances.

**When asked to do so, please attend for a review of your medication before your next prescription is due.**

**This is in your best interests.**

Prescriptions can be sent electronically to a pharmacy of your choice; please speak to a member of our reception team to have this set up. If your prescription needs to be posted please enclose an SAE. Certain chemists will collect prescriptions; if you wish to use this

service, please make it clear where you want the prescription to go when making your request.

### **Suggestions and Complaints**

Our Staff aim to provide the best standard of care and welcome feedback both positive and negative. Please address your comments/suggestions to the Patient Services Manager and they will be taken into account when reviewing our procedures. There is a complaints procedure for more serious concerns. Please ask a member of our Reception team for a leaflet.

### **Patients with disabilities**

Please advise reception if you or a patient you are caring for require additional support so that appropriate assistance can be made available.

### **Disabled Access**

Disabled access is available for wheelchair-bound patients.

### **Carers**

We maintain a register of carers and offer support and advice to them. Please notify reception if you are a carer.

### **Foreign Patients who require a translator**

If a patient requires a translator we can arrange this via a telephone link.

## **Your Rights and Responsibilities; Help us to help you**

You have the right to:

- Be treated as an individual and be shown courtesy and respect at all times
- Receive the care most appropriate to your needs from suitably qualified people
- Confidentiality
- Have your treatment explained to you
- Gain access to an interpreter
- Complain, without discrimination, if there is a problem
- Have a relative, friend or chaperone with you (except in extreme cases when specifically asked not to)
- Be informed of the services offered by the practice through practice leaflets and the practice website

You have the responsibility to:

- Treat all staff with the same courtesy you expect of them
- Keep to your appointment time. If you are unable to keep your appointment please telephone, or cancel via online services or text message as soon as possible so that your appointment can be offered to another patient
- Let us know if any of your contact details change (name, address, phone numbers etc.)

**Please also note the following:**

- Routine appointments are scheduled for 10 minutes. Please do not “save up” several problems for one appointment as the Doctor will not have the time to deal with numerous problems.
- If you make an appointment for one person, please do not ask the Doctor to see more than one person (even if the symptoms are identical) as this results in less attention being devoted to each person.
- The first 2 hours of the morning are the busiest. Please keep telephone calls or personal communication with the receptionists brief. Our staff are able to help more people that way.
- Only request an urgent appointment if appropriate. Please also only ask for Home Visits if the patient is house bound or too ill to come to the surgery. The Doctor can see many more patients in an hour at the surgery.
- If you have a mobile telephone, please ensure we have your current number. If you are happy to receive text messages relating to your healthcare and appointments please ensure that you make us aware that you give consent for us to send you text messages.

**Remember, many aspects of your health depend on your own habits, particularly eating, drinking, smoking and exercise. You can help yourself by following advice given to you.**

## **Zero Tolerance to Violence and Abuse**

Violent and abusive behaviour will not be tolerated. Patients behaving in such a manner may be removed from the surgery by the police and removed from the surgery list.

## **Equal Opportunities**

We are committed to equal opportunities regardless of race, colour, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

## **Non- NHS Work**

Medical examinations and completion of insurance and medical paperwork are also carried out. The Doctors charge for this (in accordance with BMA guidelines). Please ask for details of fees.

## **Data Protection (including GDPR)**

We maintain patient confidentiality in accordance with current legislation. Data will be shared with other health professionals as part of the Summary Care Record Scheme and via NHS England. Should you wish to opt out of this please contact the Practice.

## **Services and Clinics**

The following clinics (which can be booked by contacting reception) are provided by a Practice Nurse and/or Healthcare Assistant:

- Asthma
- Baby/child immunisations
- Blood pressure checks plus 24 hour BP
- Blood tests including INR testing
- Cervical Smears
- COPD
- Contraception
- Diabetes
- Dressings & removal of stitches
- ECGs
- Family Planning
- Hypertension clinic
- Ischaemic Heart Disease clinic
- Influenza and Pneumonia Immunisations
- Routine injections
- Spirometry
- Stroke Clinic

We do not hold travel Clinics but will provide vaccinations available from the NHS.

The following clinics (which can be booked by contacting reception) are provided by the GPs/Nurses:

- Antenatal care
- Child Development checks
- Epilepsy monitoring
- Family Planning
- Minor Surgery clinic\*

**(\*Please note, patients can only be referred to the Minor Surgery Clinic following consultation with the GP)**

## **Patient Records**

Patients can request access to their own written and computer records. Please submit any requests in writing.

## **Join Our Patient Participation Group**

We would like our patients to be more involved in the decisions we make about the range and quality of services we provide and to ensure that we understand any problems there may be.

To help us achieve this we have a virtual patient participation group, so our patients can let us have their views.

If you are interested in helping us develop the practice to take into account our patients' views and are happy for us to contact you occasionally (no more than 4 times a year) please let a member of our reception team know. Alternatively go to our website [www.holmhurstmedicalcentre.co.uk](http://www.holmhurstmedicalcentre.co.uk) and complete the form on-line or if you prefer you can download the form, print it off, complete it and return it to the practice.

Your contact details will only be used for this purpose and will be kept safely.