

Welcome to Branksomewood Healthcare Centre



**Branksomewood
Healthcare Centre**
Branksomewood Road,
Fleet, Hants, GU51 4JX

Tel: 01252 613624

Fax: 01252 816489

Opening Times
Monday: 8am - 8pm
Tuesday – Friday:
8am – 6.30pm
Plus 1 Saturday every
4 weeks 9.30 – 12.00

The information contained in this booklet was correct at the time of publication and should be used for guidance only.

For further details or information please contact one of our receptionists



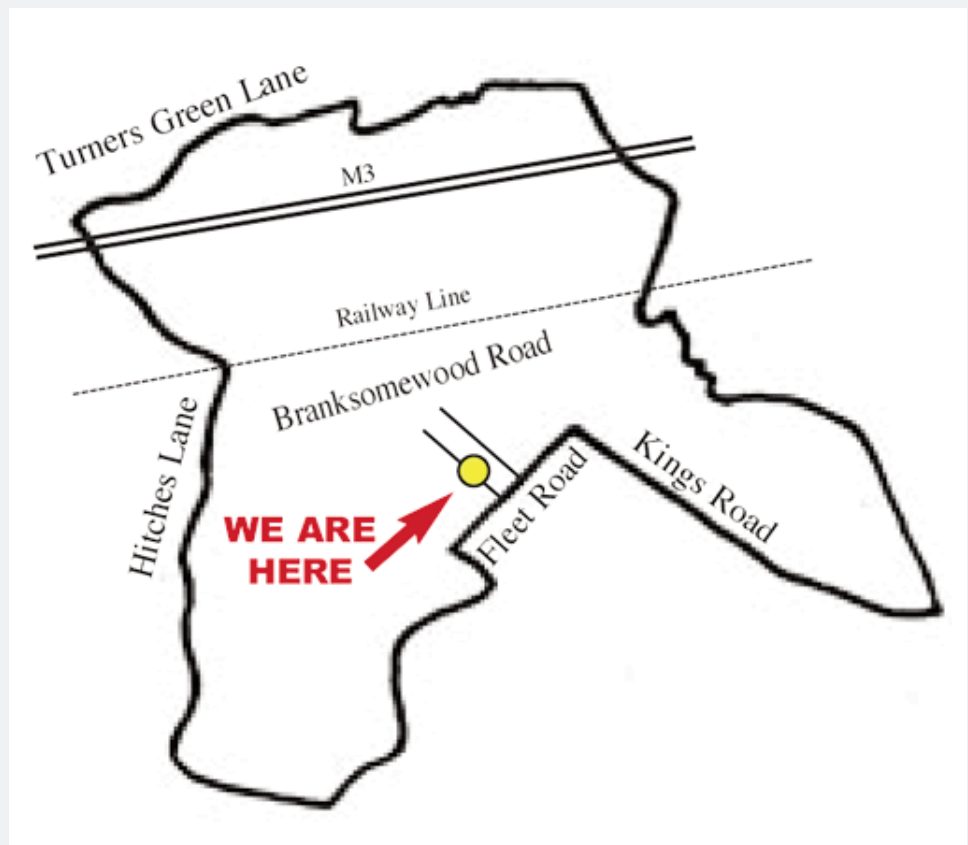
The practice premises, refurbished and extended in 2003, have ample parking, access for the disabled and toilet facilities, plus a spacious waiting area.

In addition to the six doctors' consulting rooms there are four well-equipped treatment rooms. These are used by the three practice nurses, health visitors, midwives and phlebotomist.

Our practice area is as outlined in the map below. We also accept patients from Elvetham Heath, Church Crookham, Ancells Farm and the surrounding areas.

We have achieved very highly on the Quality and Outcomes Framework (QOF), achieving maximum points last year. We have also had very good feedback on our patient satisfaction survey that we carry out annually.

How To Find Us



General Practitioners

The Partners

Dr Peita Cristofani - MRCS, LRCP, MB, BS (Reg. 1979)

Dr Nigel Clark - MB, BS, DRCOG, MRCGP (Reg. 1984)

Dr Steven Clarke - BM, DCH, DRCOG, DFFP, MRCGP (Reg. 1987)

Dr Siji John - MRCGP, DFFP, DRCOG, MBBS (Reg. 2007)

The partners provide full primary medical, maternity, contraceptive and child health surveillance services.

Employed Doctors with their own lists

Dr Sam Ward - MBChB, MRCGP (Reg. 2008)

Dr Chris Boardman - MBChB, MRCGP, DRCOG, DFSRH, (Reg 2003)

The Practice Staff

Business/Practice Manager - Mrs Janice Linsell

Practice Nurses

Our three practice nurses, who are here to help you and provide the above services are:

- * Jo Gordon
- * Nicki May
- * Mary Thompson

All patients may request a chaperone during an examination by the doctor or nurse.

New Patients

New patients are asked to fill in a questionnaire. The doctor may after seeing the questionnaire request you make an appointment with them or with a Practice Nurse to check more fully your medical history or arrange tests such as urine or blood pressure.

If you wish to see a particular doctor this may not always be possible. Please write to the Practice Manager stating your preference and we will endeavour to accommodate your preference if this is possible.

Home Visits

If you or a member of your family need a home visit please ring the practice before 10.30am, giving as much information as possible so the doctor can assess the degree of urgency. Please make every effort to get to the practice as the facilities for examination and treatment are better than at home.

Out of Hours

Frimley Primary Care Service (www.frimleypcs.org.uk) provides you with urgent medical care when the surgery is closed ie 18.30 to 8.00 hours on Monday through to Friday and all day and night at the weekends and Public Holidays. This service is mainly staffed by local GPs and nurses.

If you do become ill during these times, such that cannot wait until your surgery re-opens you can phone the service on: **0118 936 5649**

A call handler will ask you for some brief details about yourself and the nature of your problem. One of the doctors or nurses will then phone you back and discuss your problem. You may be given advice on how to manage your problem or if you need to be seen you may be invited to attend the Primary Care Centre based at Frimley Park Hospital. If there is a medical reason why you cannot attend the centre, you may be visited at home.

Please note that all calls are recorded for patient safety. The telephones in the Primary Care Centre are all withheld numbers and if your telephone does not accept such calls; they may have difficulties in contacting you. Please be prepared to offer an alternative number if this is the case. Please be patient, the line may be engaged during busy periods.

If you require health information and advice, you can also phone NHS Direct on 0845 4647 or visit their website (www.nhsdirect.nhs.uk/).

You can also ask your local pharmacist for help and advice on common ailments and problems.

Please think carefully before dialling 999 or using the A & E department. These services are for people who are seriously ill or injured.

Services Available

- * Asthma management
- * Clinics for diabetics
- * Maternity services
- * Minor surgery
- * ECG tests
- * Blood pressure monitoring
- * Ear syringing
- * Smear test for women aged 25-64
- * Counselling
- * Treatment for minor injuries, including wound dressing
- * Smoking cessation support
- * Nursing care in the community
- * Child health surveillance - the doctors and health visitors care for the under fives and their families
- * Phlebotomy (blood tests)
- * Chlamydia testing for 16 - 24 year olds

Immunisations & Vaccinations

- * All childhood immunisations
- * Influenza vaccinations for the over 65's and those at risk
- * Travel advice and vaccinations including yellow fever-please consult at least 2 months prior to your departure
- * Pneumovac vaccine for those over 65
- * HPV (Human Papilloma Virus - Cervical cancer)

Important Information

Surgery Hours

The doctors offer 10-minute consultations by appointment for routine or ongoing medical problems. These routine appointments can be booked in advance; patients can normally see either their own doctor or an employed doctor.

Urgent cases are dealt with by the availability of 'book on the day' appointments or telephone consultations to make sure patients get the help they need. If offered a telephone consultation and you still need to be seen following this the GP will make arrangements with you for you to either come to the surgery or for the GP to make a home visit.

For practice nurses, the receptionist will book a length of appointment according to the problem.

Telephone Advice / Test Results

You will be contacted by the practice if the doctor wishes to speak to you about a test result. If the doctor has asked you to call you will be given a telephone appointment or informed you will be contacted by the doctor. Please wherever possible avoid giving mobile telephone numbers.

Health Visitors

Our Health visitors are on the premises and can be contacted directly on this number: **01252 616008**. The Health Visitors do have an answerphone so please leave a message and they will get back to you.

Community Nurses

If you or a member of your family require help from the District Nursing Team please contact them on 01252 816331. The Community Nurses do have an answerphone so please leave a message and they will get back to you.

Violent Patients

The practice has a right to remove any patient for actual or threatened physical violence or verbal abuse leading to a fear for a person's safety. In these circumstances the PCT will place the patient with a suitable provider of medical services.

Repeat Prescriptions

Please allow plenty of time for your repeat prescriptions, especially near bank holidays. Your prescription will normally take two working days but some may take longer if the doctor needs to review your medication.

The system is computerised, so please use the printed request slip or write your full details, including the name and strength of the drug. To avoid errors, telephone requests are not accepted.

Please enclose a stamped addressed envelope if the prescription is to be posted, and allow extra time for the postal system.

Housebound patients may have medicines delivered by some local pharmacists. Please enquire about this service.

If your prescription is being dealt with by a pharmacist please allow extra time for them to collect and prepare your prescription medication.

Private Medical Insurance Claim Forms

A fee as recommended by the British Medical Association (BMA) will be payable for the completion and signing of these forms. Fees do need to be paid before a clinician can undertake any private work and please note that we currently do not have credit or debit card facilities.

Non-NHS Examinations

Non-NHS examinations (insurance, employment, fitness for travel and sport, plus all drivers' medicals and reports) can also be undertaken. Please ask for details of appointments and fees, as recommended by the BMA, at reception. Fees do need to be paid before a clinician can undertake any private work and please note that we currently do not have credit or debit card facilities.

The Practice

The day-to-day running of the practice is in the hands of the Practice Manager, supported by the reception, administration, and secretarial staff. Please remember that if you are kept waiting or they ask what may seem to be an unnecessary question, they are carrying out practice policy to ensure the smooth running of the practice for all patients.

Patient Rights & Responsibilities

You have the right to: emergency care when needed, referral to a consultant when necessary, and access to your medical records, subject to the law.

You have the responsibility to: arrive for your appointment on time or cancel in good time, follow medical advice, remember that an individual appointment is for one patient only and in each 10 minute consultation your GP can only deal with one problem so please let the receptionist know if you need to make a double appointment. Please give the practice all relevant information - including up-to-date address and telephone details.

More detailed policies are available on request.

Confidentiality

Details about patients (personal and medical) are recorded on computer and on paper. To provide continued care and obtain treatment for you some of this information may be sent to other health professionals. To ensure confidentiality all staff with access to your details are covered by confidentiality clauses in their employment contracts and by the Data Protection Acts.

Complaints & Suggestions

If you have any suggestions or you have felt any aspect of our service has been unsatisfactory please either ask to discuss this with our Practice Manager or write to her, and your complaint will be fully investigated. She will also be able to let you know the current formal complaints procedure.

Primary Care Trust

We are part of Hampshire Primary Care Trust whose headquarters are at: Omega House, 112 Southampton Road, Eastleigh, SO50 5PB. They can be contacted by telephone on: 02380 627444 or fax on: 02380 624789