

# The Royal Crescent and Preston Road Practice

PRACTICE INFORMATION (November 2020)

## Preston Road Surgery



**102 Preston Road  
Weymouth  
Dorset  
DT3 6BB**

**Tel (01305) 832203**

Email: [Preston.receptionist@dorsetgp.nhs.uk](mailto:Preston.receptionist@dorsetgp.nhs.uk)

Website: [www.prestonroadsurgery.co.uk](http://www.prestonroadsurgery.co.uk)

Main Site:

**Royal Crescent Surgery**

25 Crescent Street

Weymouth

Dorset

DT4 7BY

Tel: (01305) 774466

Email: [rcs.receptionist@dorsetgp.nhs.uk](mailto:rcs.receptionist@dorsetgp.nhs.uk)

Website: [www.royalcrescentsurgery.co.uk](http://www.royalcrescentsurgery.co.uk)

## **Preston Road Surgery Partners**

**Dr Joanna Young**

BM BS DRCOG MRCGP Qualified Nottingham 1992

**Dr Eleanor Costales**

MBBS MRCGP MRCPCH DRCOG DFFP Qualified London 1997

**Dr Benjamin Chennell**

MBBS MRCGP Qualified London 2002

**Dr Tracey Walden**

MBBS DFFP Qualified London 1992

**Dr Kimberley Goldstein-Jackson**

MB Bch Qualified Wales 2008

**Dr Sarah Reese**

MB ChB Qualified Birmingham 2007

**Dr Edward Ellis**

BSc MBBS MRCGP Qualified Newcastle 2014

## **Royal Crescent Surgery Partners**

**Dr Jonathan de Kretser**

BSc MB BS DRCOG MRCGP Qualified London 1988

**Dr Sarita Chopra**

BSc MB BS DRCOG MRCGP Qualified London 1988

**Dr Richard Sales**

BM MRCGP Qualified Southampton 1990

**Dr Jonathan Orrell**

MBBS MRCGP DRCOG Qualified London 1985

**Dr Martin Schmidt**

MRCGP MRCS Qualified Bochum, Germany 1989

**Dr Tanya Stead**

MB ChB DRCOG DCH MRCGP Qualified Bristol 1998

**Dr Chris Nelson**

BM DFSRH MRCGP Qualified Southampton 2005

**Dr Marie Goddard**

BM MRCGP DCH Qualified Southampton 2006

**Dr Kathryn Jitan**

MB ChB Qualified Bristol 2007

**Dr Sharlina Sallehuddin**

MBBS MRCGP Qualified London 2007

## **Information for Patients**

Thank you for registering with our Practice. This booklet has been produced to help you make the best use of the services in our practice and to introduce you to the teams that provide those services.

## **The Practice**

We are a group of 15 GPs working together. The practice is a partnership between the Royal Crescent Surgery situated in Weymouth town centre and the smaller Preston surgery on the outskirts of the town. We work together to care for approximately 18,000 patients living in our practice area. A map of the area from which we accept patients can be found on the back cover. We provide a high-quality service for all our patients. Our aim is to maintain the best possible standard of physical and mental health for each person. We recognise that both the practice and each patient have a role in achieving this.

Both surgeries are purpose built and were originally completed in the mid-1980's. Since then, several extensions have been added to provide the facilities that we have today.

There is a car park and suitable access for the disabled to the reception area and consulting rooms.

## **CQC Inspection Rating**

Royal Crescent and Preston Road Practice has been awarded the rating of '**Outstanding**' by the Care Quality commission (CQC).

## **The Practice Manager - Mrs Sandra Maddison**

Our practice manager is responsible for the efficient running of the practice and the planning of future services. If you have comment on any aspect of your healthcare, Sandra would be pleased to hear from you.

## **Assistant Practice Manager - Mrs Tracy Sheppard**

Our assistant practice manager assists and deputises for the practice manager on all practice matters.

## **Operations Manager – Ms Leanne Birch**

Leanne is responsible for the day to day management of the surgery and manages the administration team. Comments on the service you receive are always welcome.

## **Senior Administrators**

Our senior administrators work in the reception area as part of the reception team. They also provide senior administration support for the surgery and staff. They are available to help you with any general query and are the first point of contact for any issues you may have.

## **Receptionists**

The receptionists will assist you in making routine and emergency appointments to see a doctor, nurse or other healthcare team member. They undertake repeat prescriptions and answer numerous and varied questions. They will offer help and assistance at all times and are here to help you. When you telephone they may ask you for some details. They are trained to make enquiries and to signpost you to help as best they can.

## **GP Registrar**

The practice is a training practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are appointed by the practice and are attached to the practice for 6 to 12 months during which time they complete their training to become a GP. When booking an appointment, you may be offered an appointment with one of our registrars.

## **Advanced Nurse Practitioner**

Advanced Nurse Practitioners are highly experienced nurses who have undertaken additional training and share the workload of the GPs. They are able to diagnose, prescribe and refer. They work closely with the GPs and will deputise for your usual GP when they are not available. Patients can choose to see the Advanced Nurse Practitioner if they wish.

## **Practice Nurses**

Our practice nurses are available by appointment and their numerous tasks include child and adult immunisations, cervical smears, dressings, removal of stitches, ear syringing and assisting with minor medical and surgical procedures. The nurses also run regular clinics covering a variety of health topics including the following:

<b>Asthma</b>	<b>Diabetes</b>	<b>Coronary Heart Disease (CHD)</b>
<b>Coronary Obstructive Pulmonary Disease (COPD)</b>		

## **Health Care Assistant (HCA)**

HCAs work alongside the Doctors and Nurses as part of our healthcare team. They have been trained to carry out routine tests and health checks and are an important part of our team. HCA's can cover:

<b>ECGs</b>	<b>Blood Pressure checks</b>	<b>Urine Analysis</b>
<b>Blood tests</b>	<b>B12 Injections</b>	<b>NHS Health Checks</b>
<b>Diabetic Foot Checks</b>	<b>Removal of Stitches</b>	<b>Ear Syringe</b>

## **Phlebotomists**

Phlebotomists work as part of our healthcare team and are trained to take blood for analysis, blood pressure, and record height and weight.

## **Proactive Frailty Team**

The Practice provides proactive care for frail patients. Our team carry out proactive visits to our patients in residential and nursing homes and to patients who live in their own homes.

## **District Nurses**

The Community Nursing Service is primarily a visiting service who work closely with the surgery. The district nursing team provides skilled nursing assessment, care, advice and health education to patients who cannot leave their own homes. They work with the GPs and other professionals to ensure that you and your family receive the help and support needed when being nursed in the community.

Patients eligible to receive the nursing service in their own homes are those who:

- Are unable to travel to surgery/hospital due to serious illness or disability
- Are recovering from surgical intervention and are unable to travel
- Need palliative nursing care
- Have undergone chemotherapy/radiotherapy and travel would be detrimental to recovery

- Need treatment which cannot be appropriately carried out in the surgery setting

Please inform a member of the team if you are not going to be at home when a visit has been arranged. It is also important to keep any pets under control when a member of the team is due to call.

### **Health Visitors**

Our health visitors are specially qualified nurses and are based at Littlemoor Health Centre. They provide information, advice and support to families and co-ordinate child development checks. Telephone Number: **(01305) 361071**

### **Midwives - Ante-natal and Post-natal care**

A shared care system is provided between the GPs, Midwives and Dorset County Hospital. A small team of midwives is attached to each surgery. The midwives offer antenatal, labour and postnatal care whether you choose to have a hospital or home birth. A midwifery clinic is held once a week at the surgery. Antenatal classes and postnatal care are provided in partnership with the health visitors. If you think you are pregnant, you should either make an appointment to see the GP or refer yourself directly to the midwives by visiting our practice website.

### **Chaperoning**

For all intimate examinations, patients will be offered a chaperone (impartial observer). This will usually be another Doctor, Nurse or Health Care Assistant. If another clinician is not available, the Doctor or Nurse may rearrange the examination for when one is available. If delaying the examination would compromise a patient's care, there are members of the reception team available who have been trained to act as chaperone and can be used with patients' consent. Friends or relatives may be present for support, but they would not be deemed as an impartial observer. If you decline a chaperone, this will be documented in your medical records and often the examination will still be undertaken however there may be instances where a clinician deems it necessary to refer patients to alternative colleagues. Please let a receptionist know if you would like a chaperone. If needed, we can rearrange your appointment so that you can be seen by a doctor of the same gender as you. You may bring a friend or relative of your choice with you. We can arrange for another nurse, doctor or receptionist to be present during your examination.

### **Other Services**

In addition, the following services are available at the practice.

### **Steps 2 Wellbeing**

You can now be referred or refer yourself to Steps 2 Wellbeing which will enable you to access a range of helpful services quickly and easily. Their aim is to support people in Dorset who are suffering from problems, such as low mood, depression and anxiety.

You can refer yourself to this service by calling **(01305) 367051** or online at [www.steps2wellbeing.co.uk](http://www.steps2wellbeing.co.uk) . For more information, pick up a leaflet from the surgery.

### **Citizen Advice Bureau**

This is a free, confidential, impartial and independent service. All appointments are held at Royal Crescent Surgery and you can make an appointment to see the advisor through reception. Telephone **(01305) 774466**.

## **Smoke Stop Services**

If you would like help to give up smoking our Smoke Stop Nurse can advise you on the different aids and methods available to help you give up smoking. Please ask at reception if you would like to book an appointment.

## **Other Information**

### **Appointments**

All consultations with GPs or Nurses are by appointment only. You can book appointments up to 6 weeks in advance.

### **Extended Access Appointments**

The Improved Access to General Practice Service (IAGPS) is available at Weymouth Hospital. It is staffed by local GPs, nurse practitioners, practice nurses and health care assistants and provides a mixture of primary care appointments.

The service provides appointments outside core practice hours, i.e. weekday evenings and weekend appointments. If you would like to book one of these appointments, please ask at the surgery.

### **Home Visits**

Home visits are carried out at the discretion of the doctor. If you are too ill to attend the surgery, you may ask for a home visit. Please ring before 11am and be prepared to give some information about your problem.

Your details will then be passed to a doctor who will ring you back and, with you, will decide the best course of action. This may be telephone advice, a prescription or a home visit by our visiting nurse or doctor.

### **EConsult**

You can contact your doctor online and receive help and advice by visiting our practice website and completing an Econsult. You will receive a response back by the end of the next working day.

We offer a **Telephone Consultation service** to triage all problems before being seen by a GP and for problems that can be dealt with over the telephone. You will be given a time slot for your appointment. The GP will then phone you back at the arranged time for your consultation.

### **Repeat Prescriptions - Electronic Prescription Service (EPS)**

We have now upgraded to an Electronic Prescription Service (EPS) which means that all prescriptions will be processed electronically and will be sent to a nominated pharmacy.

Electronic prescriptions help save the NHS money! Please request your medication in plenty of time, we can accept requests two weeks before the due date. We take two working days to complete your request, which will then be sent electronically to the pharmacy of your choice. The pharmacy team then need time to make up the medication, and the time for this is dependent on which pharmacy you use. In most cases allow the pharmacy 5 days to make up your medication. Unfortunately, we cannot accept requests over the telephone.

You can request your prescription by using online services which is our preferred method, or in writing or via your chosen pharmacy.

## **Online Services - SystmOnline**

Through SystmOnline you can request medication, book and cancel appointments, view part of your medical records, including test results.

To register for this service, you will need to complete a Patient Online request form available from the surgery or download from our website. You will need to personally bring to reception two separate forms of ID, one being photo ID and another proof of your address. You will then be supplied with a login and password enabling you to use Patient Online Services. For further information, which includes App's that can be used for this service, please see our website.

## **Test Results**

If you are asked to telephone for the result of a test our receptionist will give you the result as directed by your doctor. For blood test results please allow 5 days and X-ray results 14 days. Alternatively, you can view your results using Online Services.

## **Patient Participation Group (PPG)**

The surgery has an active patient participation group which is available for all current members of the practice to join. The PPG help us identify areas where we can improve or change, help us set goals and produce positive results. For further information contact **Tracey Scorer** our **PPG Co-ordinator** at the surgery.

## **Registrations**

To register with the surgery, please personally bring to reception two separate forms of ID, one being photo ID and another proof of your address. (Please discuss with reception if you have difficulty providing this information). We will also require your NHS Number to complete your registration. All adult patients will be requested to complete a Registration Form and an additional Patient Questionnaire, both can be downloaded from the practice website. We run a personal list system and you will be allocated a GP who will manage your care.

## **Change in personal details**

Please inform reception if you change your name, address, email or telephone number. If you are under a consultant or hospital for further care, it is your responsibility to contact them. If you would like to change your name, please bring in documentation to support this request i.e. Marriage Certificate or Change of Name Deed.

## **Fees**

Some items are not covered by the NHS and you may be asked to pay a fee. This includes some travel immunisations, private medical certificates, insurance, employment medicals and documentation for fitness to drive a vehicle and fitness to travel. A list of fees is displayed at the reception desk and can be found on our website.

## **Foreign travel**

You should make an appointment for travel immunisations **at least six weeks** before foreign travel. There may be a charge for some immunisations. Please note that the practice may not be able to offer appointments at short notice.

## **ARE YOU A CARER?**

A Carer is someone who, without payment, regularly helps a disabled, ill or frail relative, friend or neighbour. A Carer may be of any age and includes young carers under 18.

A Carer may look after someone with:

- A Learning Disability
- A Mental Illness
- Alcohol / Drug related problems
- Other special needs relating to children and older people.
- A Physical Disability
- A sight or hearing difficulty
- HIV or AIDS

If you are a Carer please ask at reception for a Carers registration form we can then contact you with information about services and support that can assist you within your caring role. We have links with the Carers Team at Dorset County Council and other organisations that support Carers.

For further advice and information about support services, please ask to speak to our Carers Lead.

## **Self-Treatment of Common Illnesses and Accidents**

Many common aches and pains can be simply treated at home without the need to consult your doctor. You can get advice by calling NHS 111 or via the website [www.nhs.uk](http://www.nhs.uk).

Remember to keep a stock of useful medicines and dressings in readiness for minor illnesses. Your local chemist will also be able to give you advice.



## SURGERY OPENING TIMES

**Monday to Friday 8:20am – 6:30pm**

Please note that the telephone lines are open from 8:30am-6:30pm

### DOCTORS CONSULTATION TIMES (All by appointment)

The times indicated below give a general indication of the availability of each Doctor. Surgery times may start or finish at slightly different times

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<b>Dr M J Young</b>		
Monday	AM	PM
Thursday	AM	PM

<b>Dr Eleanor Costales</b>		
Monday	AM	PM
Tuesday	AM	PM
Thursday	AM	PM
Friday	AM	PM

<b>Dr B Chennell</b>		
Monday	AM	PM
Tuesday	AM	
Wednesday	AM	PM
Thursday	AM	PM

<b>Dr T Walden</b>		
Tuesday	AM	PM
Wednesday	AM	PM
Friday	AM	PM

<b>Dr K Goldstein-Jackson</b>		
Tuesday	AM	PM
Wednesday	AM	PM
Friday	AM	PM

<b>Dr S Reese</b>		
Monday	AM	PM
Wednesday	AM	PM
Thursday	AM	PM

<b>Dr E Ellis</b>		
Wednesday	AM	PM
Thursday	AM	PM

## EMERGENCY CALLS WHEN THE SURGERY IS CLOSED

If you are unwell in the evening, overnight or at the weekend when the surgery is closed, contact the **Dorset Urgent Care Service** on

# 111

This service is for urgent 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.

When you ring the Dorset Urgent Care Service, your call will go through to a trained member of staff who will take some details from you. They will pass your details straight over to a clinician who will ring you back to ask you more about the problem and, with you, will decide the best option for you. Depending on the seriousness of your condition, this might be:

- Advice over the phone
- A visit to a local treatment centre, or
- A home visit by a nurse, doctor or paramedic

Alternatively, you can ask for advice on the same number. NHS 111 can give you general medical information 24 hours a day. Their trained nurses can provide you with expert health advice and reassurance any time of the day or night.

You can also get information on-line at **[www.nhs.uk](http://www.nhs.uk)**

Your local pharmacy (chemist) can provide advice and support. Your local paper will have details of pharmacies opening times in the evenings and at weekends.

### **Community Urgent Care Centre (UCC) - Weymouth Community Hospital**

Open 08:00 – 20:00 7 days a week, including Bank Holidays (doors close at 7.30pm)

**01305 762541**

The Community Urgent Care Centre provides treatment for people with non-life-threatening injuries and urgent medical problems. Patients will be directed to their GP if their problem is not urgent, or a local pharmacy if the problem is best managed there.

The centre offers seven-day X-ray facilities and provides treatment for problems such as:

- Sprains and broken bones
- Minor burns, cuts, animal bites and infected wounds
- Chest infections and asthma attacks
- Bladder and kidney infections

Anyone with a serious injury or illness should go to the A&E department at Dorchester County Hospital.

**If your injury or illness is severe, or you have had a serious accident  
Call 999 and ask for an ambulance**

## **APPOINTMENTS**

### **Named GP**

All patients have a named GP. This means that your care will be managed by this GP and that your appointments will be with them to provide the continuity of care that our patients tell us they need.

If however you find that your needs are not being met then you may choose to request a different GP. Please put your request in writing or speak to reception, advising who you wish to move to and why.

### **How do I make an appointment with my named GP?**

You can book an appointment online or by contacting the surgery. You will be able to book an appointment with your named GP well in advance and this is the best way to plan your care. This may be an appointment in the Surgery or a telephone consultation.

### **What happens if I need to see a GP urgently and my GP is not available?**

When your GP is not available we would encourage you, for routine ongoing episodes of care, to book an appointment for when they return.

Any urgent need you have which requires dealing with more quickly will be dealt with by either another GP or a Nurse Practitioner. This may be an appointment in the Surgery or a telephone consultation.

### **I have been allocated to a male (female) GP but on this occasion I would prefer to see a female (male) GP – is this possible?**

Yes, absolutely. Please just ask the receptionist when you book your appointment.

### **Can I choose to see the Registrar or other trainee GP?**

Yes. If you prefer to book with the Registrar or other trainee GP please just ask the receptionist when you book your appointment. You can choose an appointment in the Surgery or a telephone consultation.

### **Can I choose to see the Nurse Practitioner?**

Yes. If you prefer to book with the NP please just ask the receptionist when you book your appointment. You can choose an appointment in the Surgery or a telephone consultation.

### **Appointments**

If you are delayed or cannot attend your appointment, please contact the surgery as soon as possible to cancel. The appointment can then be offered to somebody else.

When you arrive at the surgery, check in either by using our self-check machine or at reception, the doctor or healthcare professional will call you in.

### **Telephone Consultations**

We offer a telephone consultation service for problems that can be dealt with over the telephone. You may request a telephone consultation by contacting the surgery. You will then be given a time slot for the GP to phone you. The GP will then phone you back at the arranged time for your consultation.

## **Practice Charter**

These are the local standards set within this practice for the benefit of the patients.

- It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitable qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything. Help us to help you.
- The confidentiality of patient medical records is maintained at the highest level at all times. Your records will not be shared with a third party without your consent. You have the right to see your health records, subject to the limitations in the law.
- The practice keeps computerised medical records. These records are covered by the General Data Protection Regulation (GDPR).
- You will have rapid access to a doctor in case of an emergency.
- Keep your appointment or cancel it, do not waste it.
- We run an appointment system in this practice. You should not wait more than 30 minutes without receiving an explanation for the delay.
- Please ask for a home visit by the doctor only when the patient is too ill to visit the surgery.
- Please request your prescription in good time—this will help avoid delays.
- If you experience severe chest pain that you think might be a heart attack, call 999 and ask for an ambulance
- Out-of-hours cover, when the surgery is closed, is for URGENT medical conditions only.
- Please let us know if you change your name, address or telephone number. To maintain confidentiality and provide the best possible service, it is important that we have the correct details.

### **Confidentiality**

All staff at the Practice are bound contractually to maintain patient confidentiality. We respect your right to privacy and keep all your health information confidential and secure. For further information our Privacy Statement and 'Your Information – What you need to know' patient leaflet can be found on our website or at the surgery.

### **Car Parking**

There is parking available for patients visiting the practice with designated disabled bays. Please park carefully and avoid blocking access. The surgery claims no responsibility for any damages whilst parking in our carpark.

## **Accessibility**

All patient areas at the Surgery are on ground level. A wheelchair is available for your use. If you have any access problems, please discuss with the reception and we will do our best to help. Outdoor cycle racks are available for use. No dogs allowed inside the building apart from guide dogs or assistance dogs.

## **Zero Tolerance Policy**

The Royal Crescent and Preston Road Practice is committed to taking all reasonable precautions necessary to ensure the safety and well being of its employees and endeavours to ensure that all employees are protected from physical and verbal abuse.

### **Definition of Physical and Verbal Abuse**

Physical and verbal includes:

- Unreasonable and/or offensive remarks or behaviour
- Harassment
- Threatening behaviour
- Actual assault
- Attacks on members of staff/public
- Damage to employee's/employer's property

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to ALL patients.

If you feel you have been treated unfairly or inappropriately, please ask the reception staff to contact the manager who will be happy to address your concerns.

## **AGGRESSIVE, ABUSIVE OR VIOLENT PATIENTS**

We will not tolerate aggressive, abusive or violent behaviour towards any member of our staff and operate a zero-tolerance approach to violent or aggressive incidents. If you indulge in such behaviour, the incident will be reviewed and if we feel it appropriate, you will be removed from our medical list in accordance with NHS guidelines.

The practice considers aggressive behaviour to be any personal, abusive and aggressive comments, cursing and/or swearing, physical contact and aggressive gestures.

Any incident of verbal abuse whether in person or on the telephone will be reported to the Manager who will keep a log of all incidents. A formal letter will be sent to you (a copy of which will be kept with your medical record) and any response to our letter will be recorded.

Physical abuse will be reported immediately to the Police and you will immediately be removed from our list. The Police will then take whatever action they feel appropriate. Please remember that assaults against NHS staff are regarded as a serious matter, worthy of prosecution. (Should any member of staff be put in fear of violence, they are under instruction to call the Police).

Practice staff are here to help you so please treat us in the manner in which you would wish to be treated yourself. Please help us to help you.

## **THE ROYAL CRESCENT AND PRESTON ROAD PRACTICE COMPLAINTS PROCEDURE**

We always try to give you the best service possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services that we provide for you.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made.

If you use this procedure it will not affect your right to complain to NHS England if you so wish at a later date. You may also want to contact an independent agency such as the Dorset Advocacy Service. However, all complaints will be dealt with first by the Practice. The appropriate contact addresses for NHS England and the Dorset Advocacy Service are given below. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if that patient does not make the complaint in person. If the patient is deceased, we will ask for evidence that the person making the complaint is the legal next of kin or executor of the will. Complaints should normally be made within 12 months of an incident happening or of you becoming aware of the problem.

If your complaint relates to our administration service, please ask to speak to one of our Senior Administrators or our Operations Manager who may be able to resolve your complaint more quickly.

If your complaint cannot be resolved with the assistance of our administration team, or you have a clinical concern, or you think the issue is more serious, you can make a complaint in the following ways:

- Write to our Assistant Practice Manager, outlining your concerns.
- Request a phone call from our Practice Manager or Assistant Practice Manager who will take written details of your concerns
- Email us at [preston.receptionist@dorsetgp.nhs.uk](mailto:preston.receptionist@dorsetgp.nhs.uk) and mark the email for the attention of the Assistant Practice Manager.
- Request a complaint form, which can be completed and returned to the Practice.

You will receive a written acknowledgement that we have received your complaint within 3 working days. Non-clinical complaints will be investigated by the Practice Manager or Assistant Practice Manager. If the complaint is clinical in nature, the GP Partner who oversees the practice complaints procedure will carry out the investigation. If the GP Partner is themselves the subject of the complaint, one of the other partners will carry out the investigation. All complaints paperwork is stored separately from your medical records. We will inform you if the investigation of the complaint requires your records to be seen by someone other than a member of the Practice team.

We think it is important to deal with complaints swiftly, so you will normally be given a written reply as soon as reasonably practicable after completing the investigation. Occasionally, if we have to make a lot of enquiries and the people involved are away, it might take a little longer, but we will keep you informed. Following the written reply, we can arrange a meeting if you feel that further discussion is necessary. You may bring a friend or relative with you to the meeting.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that at the end of the complaints process you will feel satisfied that we have dealt with the matter thoroughly.

If you are not content with the outcome, you can ask the Parliamentary and Health Service Ombudsman to investigate the case and carry out an independent review. The Ombudsman is independent of both the NHS and the government. They are not obliged to investigate every complaint and will normally only review a complaint once it has been through the local resolution stage.

**Dorset Clinical Commissioning Group**

Vespasian House  
 Barrack Road  
 Dorchester  
 DT1 1TS  
 Tel: 01305 368900  
[www.dorsetccg.nhs.uk](http://www.dorsetccg.nhs.uk)

**Customer Services****The Parliamentary and Health Service Ombudsman**

Millbank Tower  
 LONDON SW1P 4QP  
 Helpline: 0345 015 4033  
 Email  
[phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Text Name and Mobile No to 07624  
 813005

**Dorset Advocacy Service**

Unit 13-15, Jubilee Court  
 Paceycombe Way, Poundbury  
 DT1 3AE  
 Tel: 01305 251033  
 Email: [enquiries@dorsetadvocacy.co.uk](mailto:enquiries@dorsetadvocacy.co.uk)

**NHS England**

PO Box 16738  
 Redditch  
 B97 9PT  
 Tel: 0300 311 2233  
 Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**Telephone Directory**

**For urgent calls, or if our telephone is out of order, call our other surgery on  
 01305 774466**

PRESTON ROAD SURGERY	(01305) 832203
DORSET URGENT CARE SERVICE (Out of Hours)	111
DORCHESTER COUNTY HOSPITAL (Accident and Emergency)	(01305) 255541
WEYMOUTH URGENT CARE CENTRE	(01305 762541)
Dorset County Hospital - Reception	(01305) 251150
Dorset County Hospital – Central Appointments	(01305) 255779
Dorset County Hospital – Radiology	(01305) 254131
Weymouth Community Hospital - Reception	(01305) 760022
Weymouth Community Hospital – Physiotherapy	(01305) 762621
X-ray Appointments - Dorchester	(01305) 254131
X-ray Appointments - Weymouth	(01305) 762583

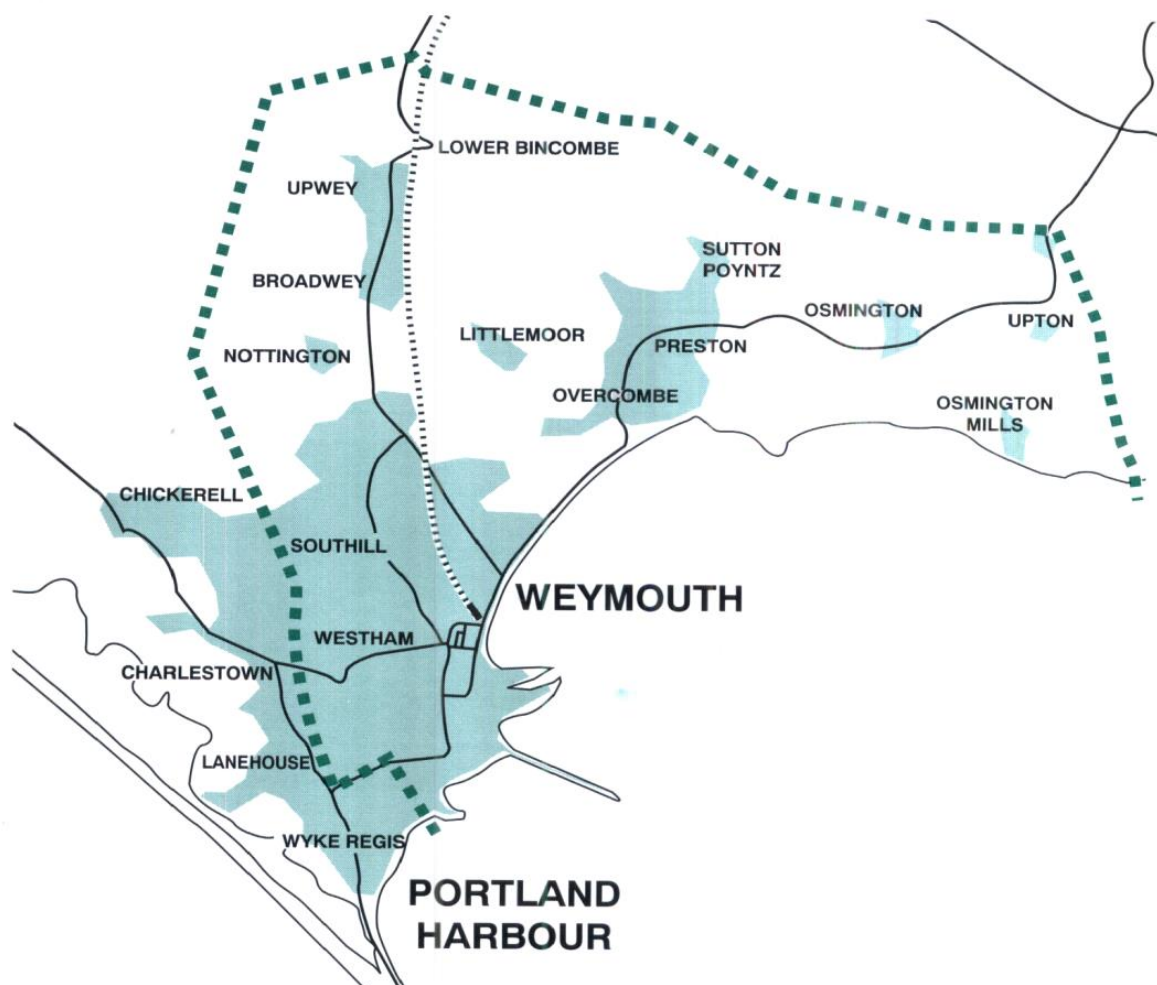
NHS Choices website

[www.nhs.uk](http://www.nhs.uk)

For further information please see our website

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

# THE PRACTICE AREA



**Preston Road Surgery  
102 Preston Road  
Weymouth  
Dorset  
DT3 6BB**

**Tel (01305) 832203**

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