

The Barcellos Family Practice

Practice Newsletter

Corbin Avenue
Tel : 01202 - 897989
Fax : 01202 - 877301

Glenmoor Road
Tel : 01202 - 874302
Fax : 01202 - 877743

NEWSFLASH: *Building work to improve the access at our West Parley Health Centre (Glenmoor Road) commences on 15 January 2018. The works are expected to last for 6 months. Please see the website for updates and access to clinics and parking during this time.*

Spring 2018

The Practice Team

Dr Albert Barcellos
Dr Elisa Barcellos
Dr Claire Carson
Dr Simon Brown
Dr Will Peskett

Dr Will Peskett joined us last Summer and works 4 sessions per week on a Monday, Tuesday and Thursday.

Hannah Brown is training to be a Nurse Practitioner and is currently seeing patients with minor ailments under the supervision of the doctors.

During times of annual leave, we occasionally use locum doctors. You will be advised by reception staff of the Doctors available in the surgery when you book an appointment.

Emergencies and Out of Hours

Should you need a Doctor urgently when the surgeries are closed please call the Dorset Urgent Care Service on :

111

Dorset Urgent Care Services are responsible for your care at night and weekends. If you need to call them they will pass your details to a Doctor who will contact you.

You can now book appointments on-line. You will need to register with the Practice to be able to use this service and you will also require an email address. Registration forms are now available at Reception.

PLEASE HELP OUR RECEPTIONISTS

Contrary to popular opinion our receptionists are here to help you !! Our appointments system is constantly under great pressure and as a result of this the doctors have asked our receptionists to try to establish the reason why you may need to see a doctor or a nurse so they can match you with the most suitable clinician.

Family Planning

We offer a full range of Family Planning Services including coil fitting and removal, implants etc.

Dr Carson is fully qualified in the provision of these services. Please ask for a consultation with one of the Doctors if you wish to discuss these matters.

Extended Surgery Hours

We offer appointments outside of normal surgery hours, mainly for those patients who work and may find it easier to attend at these times.

There are appointments available on a Tuesday evening until 7.30 pm at Glenmoor Road and at the same times on a Wednesday at Corbin Avenue.

Please visit our website at :

www.corbinavenuesurgery.co.uk

For details about the practice, ordering repeat prescriptions and other useful information

Health Visitor

The Health Visiting Team for all of Ferndown is based at the Surgery and is available to give advice and guidance to parents and their young children, and can be contacted on:

07384 241949

Should any member of the team not be available to take your call, please leave a message and they will get back to you as soon as they can.

MOBILE TELEPHONE NUMBERS

We are currently promoting the use of SMS (text) messaging to remind patients of upcoming appointments, annual medical reviews, and to let patients know if they have missed an appointment. Please let reception know if you have changed your mobile number or have acquired a mobile phone, there is a form in reception for you to do this.

CONTACT DETAILS

Please ensure that we have your correct address and contact details, especially if you have recently moved house. If you move out of our practice area you may be asked to register at a surgery closer to your home as we may be

Repeat Prescriptions - A Reminder

Should you require regular medication you may be given a computerised repeat prescription list. This will enable you to get your prescription without having to see the Doctor each time. The Doctor will want to see you from time to time to check your progress.

Staff are not allowed to issue repeat prescriptions which have not been updated by the Doctor

You can either call in to the surgery with your repeat prescription request, or send it to us by post. Should you wish us to post it back to you please enclose a stamped addressed envelope.

Please note that staff are not allowed to take requests for repeat prescriptions over the phone, unless you are housebound.

We generally need a minimum of two days to get your prescriptions ready for collection.

Prescriptions can be collected at any time during normal surgery hours.

Remember.....repeat prescriptions can be ordered online at www.corbinavenuesurgery.co.uk

If you wish the prescription to be sent directly to one of the local pharmacies, please let Reception know and they will organise this for you.

NHS SERVICES

The demand for GP/Nurse appointments is on the rise. Please see below a handy guide on the right service to treat or seek advice on the most common medical ailments:

Medical Problem

Minor cuts, grazes, colds, hangovers
Unwell, unsure, need advice
Headache, upset stomach, coughs and colds
Chronic backache, persistent pain, ear ache, painful cough
Sprains, strains, minor injuries
Heavy bleeding, broken bones, chest pain, suspected stroke, burn

Right Service For Your Symptoms

Self Care
111
Pharmacist
GP routine appointment
GP urgent care
A&E Department or 999

If you have concerns over any issues with the Practice, please contact Suzanne Miller, Practice Manager at Corbin Avenue (01202 897989) who is happy to discuss these with you