

### Fees

Some items are not covered by the NHS and you may be asked to pay for these. A list of fees is displayed at the reception desk.

### Foreign Travel

Please see our nurses for travel advice and immunisations and allow plenty of time. There may be a charge for some immunisations.

### Suggestions, Problems and Complaints

We always try to give you the best service possible and welcome patients' suggestions for improvement by use of our suggestion box sited in the waiting room. If you do have a problem, please discuss the matter with a member of staff, or ask to see the Practice Manager who is here to help. A copy of our Complaints Procedure can be obtained from reception at any time.

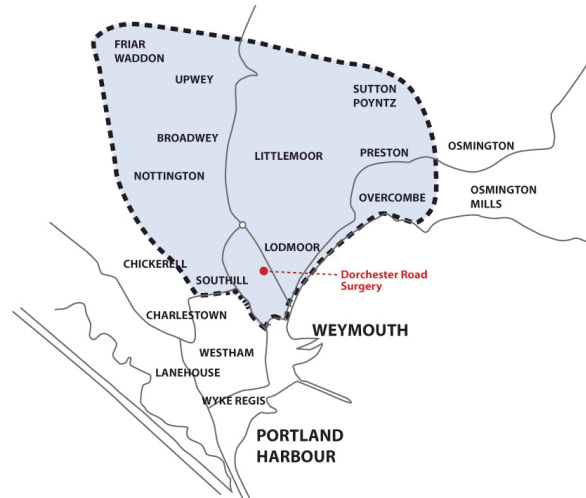
### Medical Records

Strict codes of confidentiality are adhered to in the practice. Patients can access their medical records by making a written request to the Practice Manager. A GP can refuse disclosure if it is thought that serious physical or mental harm may be caused to the patient.

### New Patients

We accept registrations from all new patients living in our practice area - see map below.

### Practice Area



### New Patient Health Checks

All new patients with on-going health problems, on regular medication or over 50 are asked to book in with our Healthcare Assistant for a new patient health check. Thank you.

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Promoting equal opportunities and diversity for all.

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For more information or to make an appointment on line: go to [www.dorchesterroadsurgery.co.uk](http://www.dorchesterroadsurgery.co.uk)

## GUIDE FOR PATIENTS



179 Dorchester Road  
Weymouth DT4 7LE  
Tel: 01305 766472 Fax: 01305 766499  
[www.dorchesterroadsurgery.co.uk](http://www.dorchesterroadsurgery.co.uk)

## WELCOME TO OUR SURGERY

This Guide has been produced for you to keep and use when necessary. It contains information about the practice and services.

### The Doctors

We are four doctors working together with staff to provide a high level of care to all patients.

Dr Steven Bick MB ChB DGM MRCGP  
Dr M Hendricks MH ChB DFFP MRCGP  
Dr Wayne Knight MH ChB DRCOG MRCGP DCI  
Dr Emma Casson MH ChB DFFP MRCGP

### Nurse Practitioner

Wendy Harvey, our Nurse Practitioner, can provide much of the same care as that given by doctor. She is able to advise and treat all minor ailments and refers patients to a doctor if necessary

### Practice Nursing Staff

We are supported by a team of 2 practice nurses and 1 healthcare assistant who offer a wide range of nursing services by appointment. Patients can book blood tests and blood pressure checks on line via our website.

### Medical Staff who work with us

District Nurses

Health Visitor

Chiropodist

Cancer Care Nursing Team

Psychological Therapists

Genesis Drug Agency

Midwives - if you think you are pregnant please either collect a form from reception or see a doctor.

### Medical Students

Patients will be told when we are training medical students, and you can choose if you prefer to be consulted without a student in the room.

### Practice Manager

Our manager, Giovanna Davidson is responsible for the efficient running of the practice and always welcomes suggestions for improvements from patients .

### Opening Hours

Weekdays - 8.15-1 and 2-6.15

### Surgery Times

Mornings from 8.30 am

Afternoons from 2.30 pm

### Appointments

#### Available by phone or on line

We offer a mix of pre-booked and same day appointments. Pre-booked are for patients who need to plan and book ahead. These are available up to 6 weeks ahead and can be booked via our receptionists or on line via our website.

Same Days are for patients who have a problem which needs to be dealt with that day. These are obtained by phone and released at 8.30 am and 2.00 pm each weekday. We also offer pre-bookable Saturday morning appointments for patients who cannot come into the surgery on weekdays.

### Cancelling Appointments

Please do let us know in advance if you are unable to attend any appointment. We can then offer this time to others.

### Telephone Advice

Our doctors, nurse practitioner and nurses are available for telephone advice after surgery each day.

### Home Visits

These are for patients who cannot travel to the surgery due to illness or other mobility problems. These are requested by telephoning the surgery on 766472.

### Repeat Prescriptions

We require 48 hours (2 working days) to process routine repeat prescriptions, and a little longer if we need further information.

### Obtaining Test Results

Please do be sure to obtain results of all tests, by telephoning our receptionists after 2.30 any weekday. They will let you know if you need to speak to a doctor.

### Emergencies when we are closed

Please telephone the surgery on 766472 for information.