

Binscombe Medical Centre



106 Binscombe Godalming GU7 3PR

Tel: 01483 415115/415900

www.binscombe.net

WELCOME TO

BINSCOMBE MEDICAL CENTRE

Binscombe Medical Centre is a seven partner practice. We are part of Guildford & Waverley Clinical Commissioning Group. We provide a range of services as described in this booklet. Our aim is to provide the highest possible standard of care, with the utmost efficiency.

GENERAL PRACTITIONERS

Dr Andrew S Cook	MBBS DRCOG DCH MRCGP	London 1986
Dr Peter S R O'Donnell	MBBS DA MRCGP	London 1988
Dr Martin D Brunet	MA (Cantab) MBChB MRCP MRCGP	Manchester 1992
Dr Mike C Walker	MBChB MRCGP	Bristol 1990
Dr Clare E Grove	MBBS DRCOG DFFP DCH MRCGP	London 1994
Dr Sarah Pidgeon	BSc(Hons) MBBS DRCOG DFFP MRCGP	London 2002
Dr Sato Orihashi	BSc(Hons) MBChB MRCGP	Dundee 2015

Assistant Doctors

Dr Jess K Jameson	MBBS AKC DRCOG DCH MRCGP	London 1989
Dr Ella Sim	BMBS MRCGP	Brighton & Sussex 2009
Dr Kathryn Osborne	BM BSc(Hons)	Southampton 2010
Dr Tari Mukoko	MBChB MRCGP	Sheffield 2014

PRACTICE STAFF

Practice Manager

Emma Phillips is the practice manager and she may be able to help you with any administration or non-medical aspects of the practice. She is also available to discuss any suggestions or complaints.

Emma is supported by the Assistant Practice Manager, Sarah Wareham.

Receptionists

The receptionists are here to enable you to get the most out of the services available. They have a complex and demanding job to do. Please be respectful and courteous to them. When telephoning for medical attention, the receptionist will usually ask for a few details. They have been trained to make these enquiries so that we can help you in the most appropriate way. Please telephone 01483 415115/415900 for appointments.

Practice Nurses

Our practice nurses are available for general nursing duties, general advice and health checks, all by appointment. Patients should request to see the nurse for dressings, immunisations, ear syringing, foreign travel advice, removal of stitches, cervical smears and smoking cessation advice.

Community Nurses

The community nurses provide nursing care in the home for the housebound. You can contact the Community Co-ordination Centre on 01483 362020.

Health Visitors

The health visiting service is available for general health advice, usually for the under 5's. Child development checks are carried out in conjunction with the doctors. They can be contacted on 01883 340922.

Doctors in Training

Our practice is a training practice and we usually have a GP Registrar doing his/her general practice training working with us. The registrars are fully qualified doctors with a great deal of hospital experience and are supported and supervised by one of our GP trainers. Registrars are attached to our practice for between 4 and 18 months.

We are also fortunate to have medical students in training attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor.

SURGERY TIMES

Opening Times

Monday to Friday: 8.00am – 6.30pm

The telephones are closed from 1.00 – 2.00pm and 6.00 – 6.30pm, although a doctor can be contacted for urgent problems at all times. All consultations are by appointment only.

Surgery is closed Saturday, Sunday and Bank Holidays - see our Out-of-Hours information.

Telephone Numbers

General enquiries/appointments : 01483 415115 / 01483 415900

Let our practice publications promote your business for you!

To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards simply email us at marketingadmin@opg.co.uk



**It's not a 999 emergency,
but you need
medical help fast?**

Call 111 for medical
advice, assessment and
direction to the best
medical treatment for you

www.nhs.uk/111



**The law around
organ donation
in England
has changed**

Organ donation remains
your choice

To find out more about your choices,
including how to opt out:
visit organdonation.nhs.uk
or call 0300 303 2094



When Our Doctors Are In Surgery

Subject to change due to on-call commitments.

	Mon AM PM	Tue AM PM	Wed AM PM	Thurs AM PM	Fri AM PM
Dr Cook	YES YES	YES YES	NO NO	YES YES	NO NO
Dr O'Donnell	YES YES	ON ROTA	YES YES	NO NO	YES YES
Dr Brunet	YES YES	YES YES	NO NO	NO NO	YES YES
Dr Walker	YES YES	YES YES	YES YES	NO NO	YES YES
Dr Grove	YES YES	NO NO	YES YES	YES YES	NO NO
Dr Pidgeon	YES YES	NO NO	YES YES	YES YES	NO NO
Dr Orihashi	YES YES	YES YES	NO NO	NO NO	YES YES
Dr Jameson	NO NO	NO NO	NO NO	YES YES	NO NO
Dr Sim	NO NO	NO NO	YES YES	NO NO	YES YES
Dr Osborne	NO NO	YES YES	YES YES	YES YES	NO NO
Dr Mukoko	NO NO	YES YES	NO NO	YES YES	YES YES

APPOINTMENTS

Appointments can be made in person or by telephone during surgery opening hours only. Doctors appointments can also be booked on-line but you will need to register first – see reception or website for details.

Please make it clear if your problem requires urgent attention and you will always be seen on that day, but not necessarily by your own doctor. For ongoing medical problems, please arrange to see your usual doctor who will know your medical history. Try to book follow-up appointments in advance. Appointments can be booked up to four weeks in advance. If you cannot keep your appointment, please inform the practice so that it can be given to another patient.

EXTENDED ACCESS APPOINTMENTS

Extended Access appointments for patients in Guildford and Waverley are available at various practices in the area, including The Mill Medical Practice. Appointments are available in the evenings during the week and at the weekend. Appointments are available with a doctor or nurse; this will not be with a clinician from Binscombe Medical Centre but this person will be able to view your medical record. Please ask a member of the team for more information.

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We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

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OPG - HELPING THE SMALL BUSINESS
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Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 40 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

HOME VISITS

If you are housebound or bedbound, or too ill to come to the surgery, then you can be seen at home. For all home visit requests, the doctor will usually ring before agreeing to visit. Please try to ring before 10.30am.

OUT-OF-HOURS SERVICE

When we are closed and you need medical help or advice please call NHS 111. In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

Walk-in Centre – Woking Community Hospital – 01483 846209

HOW TO REGISTER

Collect a registration pack from reception. Complete the enclosed form and new patient questionnaire and return them to the practice. The new patient questionnaire gives you the option to state preference for a usual doctor. The practice may ask you to accept an alternative GP in some circumstances. Forms are also available on our website.

REPEAT PRESCRIPTIONS

Patients on regular medication will require repeat prescriptions. Your doctor will have entered onto the computer what medication you are taking, and each time a new prescription is issued, you will receive a list of your repeat medications for you to make your next request.

Requests for repeat prescriptions are not taken over the telephone, for medico-legal reasons, as errors can occur in verbal communication.

1. Allow three working days for your prescription to be processed.
2. If you have more than one repeat prescription, please try and order all your items together.
3. Tick which items are required on the request slip.
4. Clearly indicate where you would like the prescription request to be sent.

Binscombe Pharmacy, Godalming Pharmacy, Boots in Farncombe and Godalming all provide a collection service so that your prescription can be collected directly from them.

We can send the prescription form to your home address but remember to enclose a stamped addressed envelope and allow time for posting.

Either deliver, post or fax your repeat prescription form to the surgery. You can also order your repeat prescription on-line via our website: www.binscombe.net or via the NHS app.

If you have registered for patient access on line, you will be able to view your repeat medications on line and order from there.

Your repeat prescription request form will indicate when your doctor wants to review your condition.

NAMED GP

The practice is required under the terms of the GP contract to allocate all patients a named accountable GP. As a practice, we have always allocated a named GP when patients register with the practice. The named GP will have overall responsibility for the care that the surgery provides to you. Where a patient expresses a preference as to which GP they have been allocated, the practice will make reasonable efforts to accommodate this request. Most patients will know who their named/usual GP is. If you wish to be told the name of your named GP, please ask when you next attend the surgery.

PLEASE NOTE, having a named GP does not prevent you seeing any other doctor in the practice. Your named GP will not always be available and you may on occasions have to see/speak to another GP in the practice.

TEST RESULTS

For results of blood tests, x rays or other investigations as arranged by your doctor he /she will always contact you if any action is required as a result of such test. Please only ring if your doctor has suggested it or you are anxious about the result. Please allow 10 days for the results to be back. If you wish to ring for the results, please do so between 2.15 – 4.00pm. Due to patient confidentiality issues, we are unable to give results to anyone other than the patient concerned.

CLINICS

Maternity Services - All appointments with the Community Midwives should be booked online – you will need to register first by visiting www.royalsurrey.nhs.uk/maternity - a member of the community team will contact you about booking an appointment once you have registered. Appointments with the midwives usually take place at the Community Maternity Hub which is next to St Marks and All Saints Primary School on Eashing Lane.

Family Planning (including coil fittings)

Antenatal and Postnatal

Diabetic Clinics - run by Dr O'Donnell and one of our practice nurses

Asthma and COPD Clinics - run by our practice nurses

Minor Surgery

Warfarin Monitoring

NON-NHS/PRIVATE CHARGES

A fee is charged for private certificates, BUPA forms, signing passport photographs, driving medicals, some letters such as holiday cancellations, school letters etc.

INVITATION FOR A HEALTH CHECK

All newly registered patients can have a consultation with a health care professional within six months of registering. Patients between 16–75 years of age who have not had a consultation within three years and patients over 75, who have not had a consultation within 12 months, can also request a consultation.

TRAVEL IMMUNISATION/VACCINATIONS

Please make an appointment at least eight weeks prior to your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception, also see our website.

CARERS

If you are an unpaid carer looking after a friend or family member, then the surgery has a service to support you. For more information, please ask at reception.

INTIMATE EXAMINATIONS/CHAPERONES

You are entitled to ask or arrange for a chaperone to be present during intimate examinations. Please ask at reception.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please give full details at reception including your postcode and mobile telephone number if you have one.

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients.

DISABLED ACCESS

We have reserved car parking spaces for the disabled near the front door. Wheelchair access to the building is via a ramp near the front entrance. A disabled patient's WC is also provided. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

COMPLAINTS PROCEDURE

If you feel your expectations have not been met and would like to discuss this, or to make a formal complaint, then please contact our practice manager, Miss Emma Phillips via the usual surgery telephone number or address. We would ask for formal complaints to be made in writing to ensure that the issues are clear. A copy of our complaints procedure is available at reception and on our website.

CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act 1984. All information about you is held securely. From time to time information may be shared with others involved in your care if it is necessary. In certain circumstances you will be required to give written consent before information is released – such as medical reports for insurance, solicitors etc. Please ask reception for further details. You can view our privacy notices and find out how we use your data on our website.

FREEDOM OF INFORMATION

The Freedom of Information Act 2000, obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

ZERO TOLERANCE

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations. Such behaviour may result in the patient being reported to the police and removed from the practice list.

OUR RESPONSIBILITY TO YOU

All patients will be treated with respect, kindness and dignity, irrespective of ethnic origin, cultural beliefs, sex or age.

YOUR RESPONSIBILITY TO US

We ask that you treat the practice staff with the same courtesy and respect.

Please cancel your appointment if you are unable to attend.

BINSCOMBE MEDICAL TRUST

This is a non charitable financial trust established in 1993 for the improvement of patient care and wellbeing within the practice. The Trust is governed by Trustees who are patients of the practice and they make decisions concerning allocation of funds received from patient donations and fundraising events. All donations should be marked for the attention of the Trust Treasurer.

NOTES

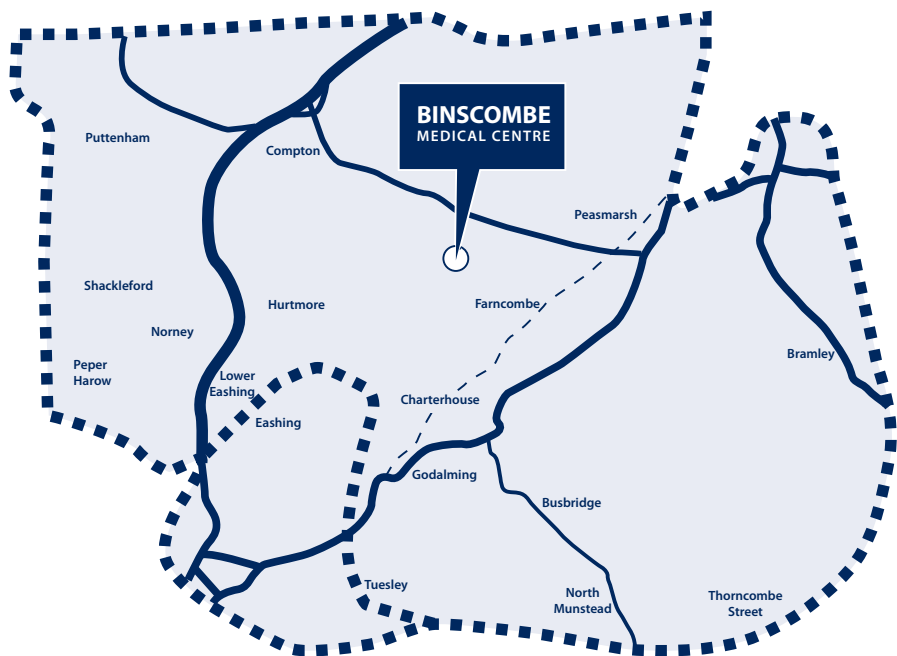
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PRACTICE AREA



ACORN (Community Drug & Alcohol Services)	01483 450256
Binscombe Medical Centre	01483 415115
Binscombe Pharmacy	01483 415151
Health Visitors	01883 340922
Community Coordination Centre (District Nurses)	01483 362020
Carers Advice Line	0808 808 7777
Citizens Advice Bureau Godalming	0808 278 7980
Cruse Bereavement Support	0800 808 1677
Emergency Dentist (NHS 111)	111
Guildford Social Services (Surrey MASH)	0300 470 9100
Milford Hospital	01483 956400
NHS Surrey Heartlands CCG	0300 561 2500
Relate	01483 602998
Royal Surrey County Hospital	01483 571122
Waverley Social Services	01483 518990