

Are you a Carer?

Many people do not see themselves as a carer. Anyone who cares unpaid for a family member or friend who due to illness, disability, a mental health problem or an addiction cannot cope without their support. It normally takes 2 years for people to recognise themselves as being a carer.

Our Carers Lead

Paulette Worthy is our Carers Lead. Please contact us to arrange a chat with Paulette who will offer support and guide you through the process such as advice and details of any benefits or assistance that you could be entitled to

Emergency or Crisis Situation

If the person you care for lives in Bournemouth, Christchurch or Poole, contact the Adult Social Care Contact Centre on **01202 123 654**

Our Team

| | |
|-------------------------|-------------------------|
| Hannah Temple | Practice Manager |
| Deborah Braddock | Deputy Practice Manager |
| Amanda Adcock | Practice Lead Nurse |
| Lisa Coombs | Patient Care Lead |

Reception Staff

We have a team of receptionists who are your first point of contact. When telephoning for medical attention the receptionists are trained to ask questions and will ask you for a few details which will help them to find the most appropriate appointment for you. Our receptionists are very busy at certain times of the day, and we ask that you be patient and avoid calling first thing in the morning, unless for an emergency appointment.

Secretaries & Administrative Staff

The Practice employs medical secretaries and administration staff who support the Doctors and Practice Manager.

Care Coordinators

Our Care Co-coordinators work closely with Social Prescribers to connect individuals to appropriate support for non-clinical needs such as:

- loneliness & isolation
- carer support
- independent living
- memory loss and dementia
- and more

Other People you may see:

- Advanced Nurse Practitioners
- Nurse Associate
- First Contact Physiotherapists
- Pharmacists
- Mental Health Practitioner

Welcome to Beaufort Road Surgery

*Providing Primary Care Services in a
Compassionate & Trusting Environment, to
improve the health & wellbeing of our local
community*



Surgery Opening Times **07:30-18:30**

Late night on alternate Mondays or Tuesdays until 8.00pm for pre-bookable appointments with nurse and GP

We are closed between the hours of 1pm – 2pm
Telephone Opening Hours
Outside these hours, please dial 111.

EMERGENCIES

If you are confronted by a serious problem such as:

- Severe chest pain
- Severe bleeding
- Collapse
- Unconsciousness

CALL AN AMBULANCE - 999 - BEFORE CALLING THE DOCTOR

OUR DOCTORS

Dr Tim Mitchell ~ Partner
Dr James Reynolds ~ Partner
Dr Lina Davis ~ Partner
Dr Debbie Hartley ~ Partner
Dr Firas Rasool ~ Partner
Dr Rebecca Brickwood ~ Partner
Dr Amanda Jacoby ~ Salaried GP

Routine Appointments

Are available from 08:30 and can be booked up to a month in advance and will normally be with your registered GP subject to availability. The practice website contains all the information you are likely to require. It is the quickest way to access the services you may need.

To Contact us raise an eConsult through our website:
www.beaufortroadsurgery.co.uk

Urgent Appointments

Are for clinical issues that must be dealt with that day. You should call the surgery as soon as possible from 08:00 for a same day appointment.

Our receptionists are trained to ask questions to ensure you are seen by the most appropriate member of our team.

This could be a referral to a pharmacist, a physiotherapist or an appointment at our Urgent Treatment Centre at Shelley Manor

The Urgent Treatment Centre

When you call for a same day appointment, you may be offered an appointment at the new treatment centre to be seen by one of the multi-disciplinary healthcare professionals.

Our treatment centre team are based at Shelly Manor Surgery in Boscombe.

Prescription Requests

The best way to order your repeat prescription is to use the NHS App. You can now use the NHS App to view your blood results, view consultations, medical documentation & order repeat prescriptions. Simply follow the instructions of how to load the App on your mobile device on our website.

You can also request online through our website or bring the green slip into Reception.

We do not accept prescription requests over the telephone ~ please allow 2 working days before collection from your nominated pharmacy.

To Register as a new Patient

You must be a resident in our Practice Catchment area. Please see the map of our area on our website. You can register online at:
www.beaufortroadsurgery.co.uk

Patient /Data Privacy Notice

All clinical and administrative staff have an ethical and legal duty to protect patient information from unauthorised disclosure and in accordance with GDPR. Please see our Patient Privacy Notice on our website.

Comments, Suggestions & Complaints

Our aim is to give the highest possible standard of service, but sometimes if you feel things have not gone as well as they should have done you have the right to raise your concern through our website, where you will also find our complaints process

Specialised Clinics

The Practice believes that prevention is better than cure and is pleased to offer a wide range of Health Promotion Clinics tailored to meet our patient's needs. We offer the specialised clinics shown below and have a booked appointment system unless otherwise stated.

- Asthma & COPD Clinics
- Cervical Screening
- NHS Health Checks
- Phlebotomy
- Diabetes Clinic
- Travel Clinic – contact the surgery two months before you travel.

You will be asked to complete a travel questionnaire before we book an appointment. Please note that some travel vaccines are not funded by the NHS and subject to a fee.

Learning Disabilities

Are you or someone you love registered with a Learning Disability? Yearly checks are carried out each year for these patients with one of our Specialist GPs. For severely impaired patients a Home Visit can be booked in advance. You will be given a Health Check Questionnaire to complete and asked to provide a urine sample to bring with you to your appointment.

Baby Clinics

We will be notified once you have been discharged from hospital after the birth of your baby and our Care Coordinator will call you to see if you have decided on a name for your baby. We will register them here at the Surgery and ensure their 8-week check appointment & immunisations are all booked for you as well as your 6 week Post Natal Check-up