Dr O'Donnell & Partners
The Farnham Centre for Health
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www.farnhamgps.com

Rev 2.12

Dr O'Donnell & Partners

at the Farnham Centre for Health

making farnham a healthier place to live

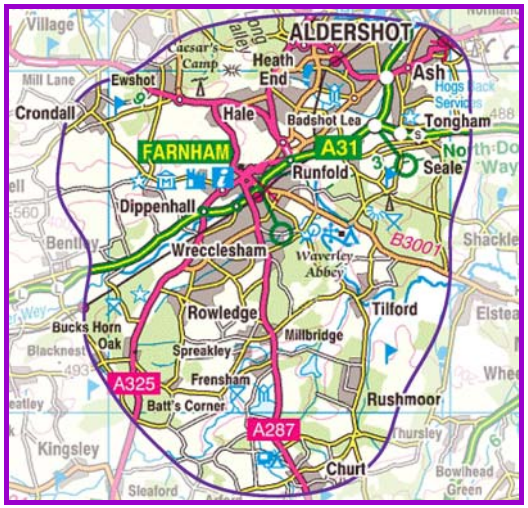
welcome to your practice

Dr O'Donnell & Partners is a traditional family practice run by four highly enthusiastic and innovative doctors dedicated to providing patients with a first class service from its purpose built surgery located in the Farnham Centre for Health.

The Centre is part of the Farnham Hospital complex which features many services combined under one roof: District Nurses, Health Visitors, Midwives, In-patient beds, Out-patient hospital services, X-Ray, physiotherapy, phlebotomy and a pharmacy are to name but a few. The complex also houses a Social Services team as part of an integrated approach to community care.

The Practice aims to provide a one-stop solution to meet its patients' primary health care needs. The modern complex has excellent parking and has been designed to allow unrestricted access for disabled patients.

A copy of this Practice leaflet, as with most of our publications, is available on CD for those patients who have impaired vision.



surgeries at a glance

(times are approximate and sessions may vary according to clinicians availability)

Doctors		Dr H. O'Donnell	Dr C. Evans	Dr S. Clarke	Dr H. Roberts
Monday	am	8.30 – 11.25	8.30 – 11.15	8.20 – 11.35	-
	pm	2.30 – 3.30 or 3.30 – 5.50 or 3.40 – 6.00			-
Tuesday	am	Medicals	8.30 – 11.15	8.20 – 11.35	-
	pm	-	2.00 – 4.10 or 3.40 – 6.00		-
Wednesday	am	9.30 – 12.15	9.30 – 12.05	Medicals Alternate Weeks	
	pm	3.00 – 5.20 or 3.40 – 6.00		-	-
Thursday	am	8.30 – 11.25	Medicals	-	8.00 – 11.35
	pm	①	-	-	①
Friday	am	8.30 – 11.25	8.30 – 11.15	-	08.00 – 11.35
	pm	②	②	-	②
Nurses		**Yvonne Boyce③**	**Sue Jones④**	**Helen Last⑤**	
Monday	am	8.00 – 1.00	-	-	**Midwife**
	pm	-	3.00 – 6.20	-	1.00 – 2.00
Tuesday	am	-	-	8.00 – 12.30	-
	pm	3.30 - 6.30	-	1.30 – 2.40	-
Wednesday	am	-	9.00 – 1.00	-	**Dietician**
	pm	4.00 – 6.30	-	-	1.30 – 4.10
Thursday	am	8.00 – 1.00	-	-	-
	pm	-	-	1.30 – 6.20	-
Friday	am	-	-	8.00 – 1.00	-
	pm	-	3.30 – 6.00	-	-

① Either 3.00 – 5.25pm or 3.40 – 6.0pm
② Either 3.00 – 5.20pm or 3.40 – 6.00pm
③ Annual diabetic clinic: 1st Thursday each month. Normal diabetic clinic: last Tuesday each month.
④ Asthma clinic: 1st & 3rd Monday, most Wednesdays. Spirometry: last Friday each month.
⑤ Coronary Heart Disease clinics: 2nd Monday each month.

Minor operations are performed by various doctors throughout the week

We are currently operating a pilot Walk-In surgery between 9-11am most Monday & Friday mornings – please call to make sure one is running before coming to the surgery.

access to medical records

You may access your own medical records, that of a child (if you are a parent or guardian), or those of a deceased patient (if you are the next of kin). Otherwise if you need to access someone else's medical notes, we must have their written permission. Charges may apply. If you wish to see your records contact the Practice Manager or complete an Access to Health Records form, which contains fee details, and is available from Reception or our website.

cuts & grazes

Wash the area and apply a clean dressing, press and hold this against the wound until it stops bleeding. The wound may require stitches if it is large and in this case, the patient should be taken to A&E at either Frimley Park Hospital or to the walk-in centre at Royal Surrey County Hospital in Guildford.

twists & sprains

Put some ice cubes into a tea towel and apply this to the sprain. If you do not have any ice available, then soak the towel in cold water and apply this instead. Leave for up to half an hour, this should help to reduce any swelling. Avoid putting any weight or additional strain onto the affected area as this will prolong the discomfort, instead apply a firm crepe bandage and take plenty of rest,

insect bites

Pop to your chemist for antihistamine tablets and creams which can be obtained without prescription.

common nosebleed

In a seated position, lean forward and pinch the soft area of the nose together (below the bone) to staunch the bleeding. Make sure your head is over a sink or bowl or paper towel. Maintain the pressure for about 10 minutes after which the bleeding will probably have stopped.

head lice

Do not worry, head lice are very particular and prefer clean rather than dirty hair! Again a trip to your chemist will save you the time and inconvenience of coming to the surgery. Medicated head lotions are available without prescription and your chemist will advise you about the most suitable product.

the partners

Dr Hugh O'Donnell
BSc., MBChB (Edinburgh 1973), MRCGP, DRCOG

Dr Christopher Evans
BA(Oxon), MBBS (London 1980), DRCOG

Dr Susan Clarke
BM (Southampton 1986), DFSRH

Dr Helen Roberts
MBBS (London 1988), DFSRH

Dr Clarke and Dr Roberts work as one full-time partner and therefore see all patients registered with either one of them.

the management team

practice manager

David Shakeshaft MBA, is our Practice Manager, he is responsible for all financial and non-financial aspects of managing and developing the Practice.

assistant practice manager

Marion Long co-ordinates our administrative and reception staff and is responsible for data/IT management within the Practice.

reception manager

Pam Barrow manages our reception team and is responsible for the day to day running of our front desk activities.

the clinical team

Our GPs are supported by a comprehensive team of clinicians

practice nurses

We have three practice nurses – Sister Yvonne Boyce (RGN, State Certified Midwife), Sister Helen Last (RGN, Registered Midwife) and Sister Susan Jones (RGN, State Certified Midwife, FP Certified). All perform varied nursing procedures. They also have special responsibilities for baby immunisation, travel and other routine vaccinations, smears and health clinics, including those for patients suffering with asthma, diabetes or high blood pressure.

district nurse

We have a district nursing team rather than a named district nurse providing home care for our patients. The district nurses can be contacted directly on **01483 783456**.

health visitor

Our health visitor, Sally Hossack (BSc (Hons), RGN, RHV) has special interest in the under fives and children with special needs. She can advise on general welfare matters. Sally can be contacted on **01483 782087**.

community midwives

- Corene Howlett (RGN, RM) & Jackie Knight (RGN, RM)
  Frimley Park Hospital Midwifery Team

- Jane Monk (SRN, RM)
  Royal Surrey County Hospital Midwifery Team

dietician

Ruth Redman is our dietician and will contact patients to make an appointment on referral.

self help

Many conditions are self limiting and will require only mild pain relief until the symptoms have resolved themselves. A trip to your local pharmacist may prove useful in order to get advice and recommendations on over the counter products that may be able to help. As with any condition, if the symptoms persist you should make an appointment to see one of our GPs.

Here is some advice about common problems that can be dealt with at home:

chickenpox

Appears as a rash of small red patches which then go on to develop as a series of small blisters. These will continue to appear for up to 5 days while the early ones will form scabs that eventually fall away. Cool baths may help alleviate discomfort from itching and the application of calomine lotion may also help. As the most infectious period is just before the initial rash appears and then for a further 4-5 days, children should not return to school until after the blistering has subsided and crusted over. Where complications develop, such as a raised fever or coughing, call the surgery for advice.

colds

Drink plenty of fluids and take some aspirin (not for children under 12) or paracetamol if you have a headache or a temperature. Remember, there is no cure for a common cold so GPs will not prescribe antibiotics for it.

diarrhoea

The two most common causes of diarrhoea are eating food that is infected or by catching a virus. Drink small amounts of water frequently and do not eat or drink any dairy products. Children and adults will come to no harm from diarrhoea providing they keep up their fluid intake. Babies suffering from vomiting and diarrhoea can become dehydrated if their condition is severe. In these circumstances, call for advice or make arrangements to see one of our GPs.

safety & comfort

We ask parents to control their children at all times while in the surgery. This is to avoid accidents occurring and out of consideration for our other patients.

Fire alarms are tested every Thursday morning in the Hospital & Centre for Health, usually between 9:30 and 10:00am.

other useful bits of information

accident & emergency departments

The nearest A&E department is at Frimley Park Hospital (**01276 604604**), there is also an A&E and Walk In centre at the Royal Surrey County Hospital in Guildford (**01483 571122**).

hospital & other referrals

Usually your doctor will write a letter to the hospital who will contact you regarding an appointment. Should you choose a private referral, your doctor may ask you to make your own appointment and collect a letter for the specialist. We ask you to allow 5 working days before your appointment so that the letter can be prepared.

patient choice

If you and your GP decide that you need to see a specialist for further treatment, you can now choose where to have your treatment from a list of hospitals or clinics. As well as hospitals, your GP may also be able to refer you to community-based services, such as GPs with Special Interests or community clinics. Alternatively, if your GP decides to refer you to a Clinical Assessment Service and you then need to go to hospital, you will be able to choose from this list of hospitals. The PCT is responsible for the range of service providers available to patients.

important stuff you need to know!

opening & surgery times

The Practice opens at 8:00am and closes at 6:30pm Monday to Friday, excluding bank and other public holidays. Please call after 11:00am for all general enquiries as our lines are busy first thing in the morning. Occasionally the surgery and lines will close at lunchtime for staff training purposes.

appointments

We provide "on the day" appointments for patients which can be booked from 8am onwards. For those patients who have work commitments, pre-bookable appointments are available up to 2 weeks in advance. Patients' can book GP appointments on-line or we can offer telephone appointments.

If you cannot keep an appointment, please let us know immediately so that it can be offered to another patient.

home visits

These can be arranged by phoning reception on **01252 737387** before 10am wherever possible. To help us judge the urgency of your request, please provide our reception team with full details of your symptoms. A doctor may call you back for further information, provide advice or recommend a convenient surgery appointment. Home visits should only be requested where patients are too ill to attend surgery.

outside surgery hours

Patients requiring treatment when our telephone lines are closed can call **01252 737387** for emergency contact numbers. Medical advice, information and assurance is available when we are closed from the NHS helpline on **0845 4647**. All calls are charged at local rates. Our PCT provide an out of hours service through ThamesDoc, they can be cotacted on **0208 390 9991**. **For life threatening conditions, call 999 immediately**.

repeat prescriptions

If you need more medication, please tick the required items on the repeat prescription slip and drop or post it in to us. Patients may also order repeat prescriptions via our website www.farnhamgps.com. Please allow 2 working days before collecting your prescription. Patients who are on stable, long-term medication where the dose never varies may qualify for Repeat Dispensing – please ask at Reception for details. For safety reasons, our staff are not allowed to accept telephone requests for medications. Please ensure you order repeat medication before it runs out.

samples, results and enquiries

Specimens must always be provided in proper laboratory containers to avoid test invalidation and for health and safety reasons. Please ask at reception for a container if you have not been given one. If you require test results, please call the surgery after 1:00pm. For reasons of confidentiality, results may only be given to the patient concerned. Please allow 2-5 days for blood, 14 days for X-ray and 8 weeks for smear test results to come in.

communicating with patients

The Practice tries to keep patients fully informed about what's going on in the surgery and uses a screen in the waiting room to provide up to the minute information on health promotion, Practice services, forthcoming events, meetings etc. We also produce a seasonal newsletter "Primary Health" which provides behind the scenes news about current and topical issues of interest to our patients. The Practice produces a range of leaflets on the most common diseases to help patients better understand their condition.

suggestions

The Practice welcomes suggestions on how we can further improve our services. Please e-mail, write to us or drop a note in the suggestions box located in our reception area.

nurse led clinics

immunisation

By advance appointment with the practice nurse.

Children's immunisations are recommended at 2,3 and 4 months of age: MMR at 12 – 14 months; pre-school booster at 4 years; tetanus and polio booster at 15 years.

Adult immunisation: we recommend tetanus and polio immunisation. For those at special risk we offer Hepatitis B, pneumonia and annual flu vaccination as well as immunisation against rubella.

Foreign Travel: please contact our Practice nurse well in advance of your trip to enable an appropriate vaccination programme to be set-up for you. Our nurses can also offer health advice and guidance for your trip. Please note, most travel drugs are not provided by the NHS and charges will apply.

asthma

Monday afternoons twice monthly, open to all our asthmatic patients. Spirometry clinics are held on a Friday morning.

cardiovascular disease, hypertension & stroke

Held monthly on a Monday morning.

diabetes

Diabetic clinics are held on a Tuesday afternoon and annual diabetic checks on a Thursday morning.

essential clinical information

maternity services

Antenatal care is shared between the doctor, midwife and the hospital, normally Frimley Park or the Royal Surrey County Hospital in Guildford.

The midwifery service includes antenatal clinics, parent craft classes, hospital tours and many other opportunities to discuss your pregnancy and childbirth, as well as home visits after your baby is born, to assist you with any problems that may arise. The Frimley Park Hospital Team also aims to be with the majority of mothers at the time of their delivery. The midwives will contact you at home to arrange a first visit. Following this, the midwives can be contacted via our Reception.

antenatal clinics

Having seen your doctor, arrangements will be made for one of the following antenatal clinics:

- Frimley Park by appointment at our surgery, Monday 1:00 – 2:00pm
- Or with your doctor at the surgery.

Postnatal & Baby's First Check are carried out at the surgery 8 weeks after your baby is born. Appointments will be sent to you in the post.

well woman & family planning

Well woman and contraceptive services are provided by our nurses and the doctors individually.

minor surgery

All partners perform a range of minor operations in the surgery without the need to wait for a hospital appointment. Your doctor will need to decide the appropriate course of action for your individual case.

practice website

The Practice website is being continuously extended and updated to provide patients with even more information and access to a greater range of on-line services. We provide links to over 100 specialist support sites for patients suffering with chronic conditions. Patients can securely order repeat prescriptions and book GP appointments on-line. Patients wishing to use this service will need to register in person at the surgery so they can be issued with a temporary password and PIN number – this is for their security and to ensure the system is not misused.

interpreters

The Primary Care Trust has arranged a telephone translation service for those patients unable to speak English. Most languages are covered. Signing interpreters are also available by prior arrangement for those patients with hearing difficulties.

complaints

We strive to provide the highest standards of care and service at all times. If you are unhappy with any aspect of your care then please do let us know. We have a published complaints policy which is displayed in our waiting room, is available from our website or you can obtain a copy by asking at reception. This details how we will handle your complaint, the time in which we will try to respond and the recourses open to you should you remain dissatisfied. In the first instance, call or write to the Practice Manager who will be pleased to help.

your primary care trust

Our care trust is Surrey PCT, Guildford & Waverley locality. The trust may be contacted by telephone on **01372 227300**, by fax on **01372 227368** or you can write to them at:

Cedar Court,
Guildford Road,
Leatherhead,
Surrey KT22 9AE

new patients & expected code of conduct

All patients are registered with the Practice but can express a preference for a particular doctor. Where a preference is stated, we prefer patients to remain with that doctor to ensure continuity of care.

To register there are a few simple formalities. Firstly you will be asked to complete a short medical questionnaire to help us establish your immediate care needs. Secondly, you must bring in your Medical Card and provide proof of identity. If you do not have a medical card, then you will be asked to complete a GMS1 form and provide proof of identity. Remember, if you move or change telephone number, you must notify us immediately.

We have a code of conduct to help make everyone's visit to the surgery as safe and as pleasant as possible:

- Please keep all fire exits and disabled spaces clear at all times. If your child has used any of the toys, please ensure they are cleared away and do not pose a tripping hazard, particularly to elderly patients whose vision may be impaired.
- The use of mobile phones in the surgery is prohibited.
- We expect patients to be considerate to our staff and fellow patients at all times.
- Sometimes GP appointments over run for reasons beyond our control, we ask for your patience and understanding.
- Patients who are rude, aggressive and violent or who persistently fail to attend appointments will be asked to seek care elsewhere.
- We have an open door policy for accepting new patients providing they live within our catchment area and are eligible for treatment. If however a patient is not accepted for any other reason, a written explanation will be provided within one working week.

patient information

confidentiality

All records held by the Practice are completely confidential. No personal information is released without your written consent. All computerised records held on our clinical system are protected by the Data Protection Act (1998). See page 14 for information on patient access to medical records.

sharing of patient information

There is a balance between your privacy and good health care. We will normally share some information with other healthcare professionals involved in your care unless you ask us not to. This could include doctors, nurses, therapists and pharmacists all of whom are bound by the same strict professional code of conduct as our own GPs to maintain patient confidentiality.

the young @ o'donnell's – here to listen not to tell

We provide a confidential service to all our patients, including under 16's. This means that you can tell others about a visit but we won't. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first. If you are being treated elsewhere – for example at a hospital or Brook Centre – it is best if you allow their doctor or nurse to inform the Practice of any treatment you are receiving.

disability and discrimination act

The surgery has easy access and dedicated spaces in the waiting room for patients in wheelchairs and will attempt to meet all reasonable requests for services for patients with disabilities. All Practice leaflets, newsletters and other publications we produce can be downloaded from our website or can be ordered on CD ROM in scaleable Adobe Acrobat format to help those patients who are visually impaired.