

## **The Atrium Health Centre**

7 Weymouth Avenue

Dorchester

DT1 1QR

Tel: 01305 251545

Fax: 01305 269707

## **Crossways Surgery**

Old Farm Way

Crossways

Dorset

DT2 8TU

Tel: 01305 854355

Fax: 01305 854492

### **Dorset CCG:**

Canford House

Discovery Court Business Centre

551-553 Wallisdown Road

Poole

Dorset BH12 5AG

Tel: 01202 541400

Email: [feedback@dorsetccg.nhs.uk](mailto:feedback@dorsetccg.nhs.uk)

### **NHS England—Wessex Area Team:**

Oakley Road

Southampton

Hampshire

SO16 4GX

Tel: 02380 296914

**Please note that more detailed information on the subjects covered in this booklet can be found on our website or by speaking to the Reception teams in the surgeries**



## **PRACTICE LEAFLET**



**Website: [www.atriumhealth.nhs.uk](http://www.atriumhealth.nhs.uk)**

**email: [atrium.reception@nhs.net](mailto:atrium.reception@nhs.net)**

The Atrium Health Centre is a 3 person partnership located on two sites in Dorchester and Crossways.

**Dr Laura Morgan** BM MRCGP; GP Partner  
Registered Southampton 2004.

**Dr Tom Riddington** MBBS MRCGP DLM PGCMedEd ; GP Partner  
Registered London 2011. Trainer

**Lisa Fall** MA MIGPM; Business Partner

**Dr Sian Griffiths** BM DRCOG; Salaried GP  
Registered Southampton 1993.

#### **Other Healthcare Professionals and signposting:**

We have a team of staff at our sites who are there to help you with your queries and/or signpost you in the correct direction so please do not be offended if our reception or administrative staff ask you questions. This is because they have been asked to do this by the doctors to assist in your healthcare and signpost you to the correct Healthcare professional. The healthcare professionals (HCP) working in our surgeries they may signpost you to include;

- Clinical Pharmacist; Yen Bradshaw
- Practice Nurses; Karen & Marie
- Registered Nursing Degree Apprentice; Lydia
- Healthcare Assistant (HCA); Sara
- Trainee Nursing Associate; Thomas
- Paramedic; Tamisa

as well as Health Visitors, District Nurses, Community Midwives, Counsellors and First Contact Physiotherapists.

All of our HCP's can assist you in a number of ways, and often you will be seen far more promptly by seeing one of these rather than your registered GP.

The practice also hosts Registrar GPs throughout the year.

#### **Patients Rights and Responsibilities:**

When you register with the practice you will be agreeing to our patients charter which means that this Practice will aim to always to provide the best possible standard of health care for our patients and to help you to keep healthy. In return, we ask that you treat our staff and other patients with respect so that we can work in harmony together and maintain the aims we have indicated. We are committed to ensuring high standards of care for you and your family and we seek your support in working together. The Practice is fully committed to the principle of equal treatment for all patients and opposes all forms of unlawful or unfair discrimination including those on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

We also operate under the NHS Zero Tolerance scheme and any instances of verbal or physical abuse will be dealt with in accordance with our Patient Policy 'Zero Tolerance' which can be found on our website or via the surgeries.

#### **How the NHS and the Practice use your information:**

The Atrium Health Centre is one of many organisations working in the health and care system to improve care for patients and the public. Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care & treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care. This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters). You can change your mind about your choice at any time.

### **Carers:**

If you are a carer and would like to receive information from us please let reception know.

### **Confidentiality:**

The Practice operates within all Governmental guidelines and regulations including the new GDPR regulations and information Governance.

All patient information is treated with the strictest confidentiality and will only be accessed by those healthcare professionals or staff who have reason to do so for medical reasons.

Should you wish to access your medical record please see our Patient leaflet 'Access to Medical Records' available via our Website or in surgeries.

### **Change of Details:**

So that we can keep your medical records fully up-to-date and contact you about your medical needs it is important that you inform us of any changes to your address, telephone numbers and email address

### **Complaints, Suggestions and Compliments:**

The staff and doctors aim to be helpful, courteous and fair at all times, so please do not hesitate to ask a member of staff for help should the need arise. However, from time to time we may not always get it right and if you are unhappy with the service or have any suggestions for improvements, please do not hesitate to contact our Patient Services Manager who will be pleased to help in any way to resolve the problem.

### **Payment for Non-NHS Services:**

Certain services are not covered by the NHS and as such will incur a charge. Full details can be found in your surgery or on our website.

We accept Card, Cash or Cheque payments for any non-NHS services provided.

### **Disabled Access:**

All our surgeries have disabled access and facilities, including parking, access ramps, toilets and hearing loops. If access represents a problem for you, please let our reception staff know and they will do their best to help you.

### **Smoking:**

Smoking (including e-cigarettes\Vapes) is not permitted in any of our Surgeries.

### **Parking:**

Parking for the Atrium is in the Market Car Park opposite.

Parking at our Crossways surgery is for use when visiting the surgery only.

### **New Patients and How to Register:**

Should you wish to register with the practice we currently have an open list and will be happy to register you should you be moving into the practice boundary area. Please see our boundary map below for details of the areas we cover. To register at the surgery you will need to complete our New Patient Questionnaire which provides us with all the relevant information we need to transfer your Medical Record to us.

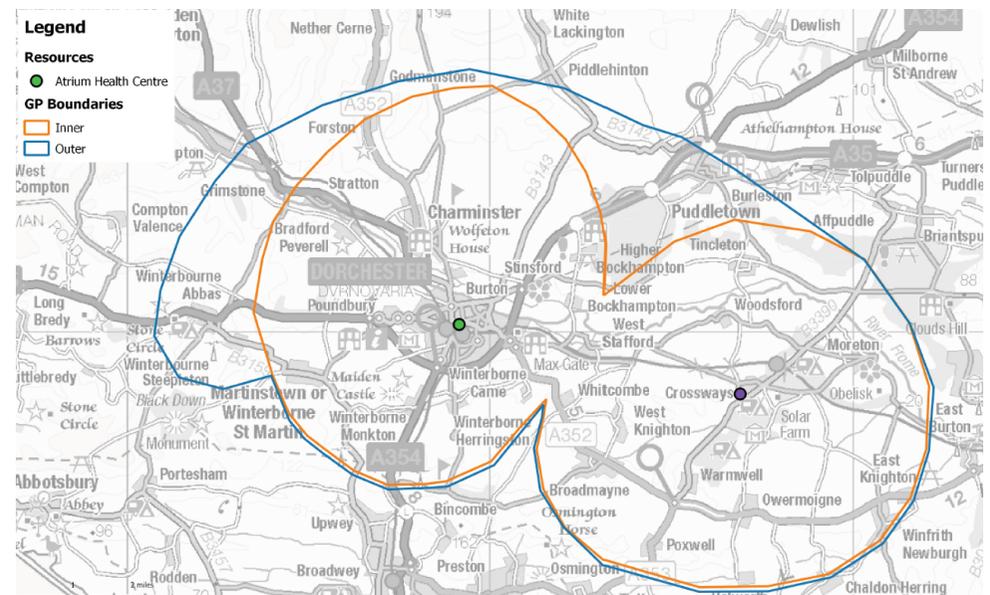
If you would like to register for online services you will also need to provide 2 forms of ID. Full details of how to register can be gained from our website or in the surgeries.

Once registered all patients will be assigned a Usual GP, however you can see any clinician at the practice should you require to as all our clinicians can access your medical records.

### **Temporary Residents and Holiday Makers:**

You are entitled to see a doctor if you are away from home and in need of medical help. Payment for services may be necessary depending upon treatment required, country of origin and reason for visit.

### **The Atrium Health Centre Boundary:**



### **Appointments:**

The Practice offers a wide range of appointments with all our clinicians at the practice. Appointments can be arranged as face-to-face (Nurses, HCA, TNA or Clinical Pharmacist), or home visits depending on the nature of the request.

For GP appointments an eConsult will need to be completed via our website ([www.atriumhealth.nhs.uk](http://www.atriumhealth.nhs.uk)). If you do not have a smartphone or are unable to use a computer our reception team will be happy to complete the form with you either over the telephone or in person at Reception. The eConsults are then triaged by our Duty GP. They will either contact you the same day if they feel an urgent response is required, or a relevant appointment will be arranged for you within the next 2 weeks. However we cannot guarantee that you will be seen by your usual practitioner or at a specified time due to demand and capacity.

If you are unable to keep your appointment please let reception know as soon as possible.

### **Home Visits:**

A home visit should only be requested in exceptional circumstances. In the time taken to do a home visit your doctor could probably see six patients in surgery. Therefore reasons such as lack of transport should not be a reason for requesting a home visit, unless you are housebound. Your doctor may telephone you before attending you at home if a visit is requested. Wherever possible please request the visit by phoning before 11.30am. The doctors and paramedic share the visits and can then plan their rounds.

### **Services We Offer:**

We offer a variety of special clinics including; Vaccinations, Long Term Conditions, 24hour Blood Pressure checks, Counselling, Midwife and First Contact Physio clinics.

### **Extended opening:**

We are open alternate Saturdays at our Atrium and Crossways surgeries. These appointments are for those patients who find it difficult to access appointments' during normal opening hours and can be booked via reception.

### **Opening Hours:**

Services at our are available during the hours indicated below. Should you need access to a specific service please contact your surgery or see the website for full details.

**Monday:** 8:00am - 6:30pm

**Tuesday:** 8:00am - 6:30pm

**Wednesday:** 8:00am - 6:30pm

**Thursday:** 8:00am - 6:30pm

**Friday:** 8:00am - 6:30pm

### **Out of Hours:**

Dorset CCG is responsible for commissioning the 'Out of Hours' (OOH) service. The current contracted provider is South West Ambulance Trust (SWAST); they are responsible for the provision of OOH care.



If you need to be seen in an emergency between 6.30pm and 8.00am Monday to Friday or between 6.30pm Friday – 8.00am Monday, please telephone **111**.

### **Accident & Emergency (A&E):**

The nearest accident department is at Dorchester County Hospital, Williams Avenue, Dorchester, DT1 2JY and should be used for Accidents and Emergencies only; NOT minor illnesses. Patients requiring stitches or x-ray as a result of injury should go direct to the hospital, as should those with severe chest pains.

### **Repeat Prescriptions:**

Three working days are required to process your prescription. You can order repeat prescriptions online with Patient Access. This system allows you to view your medications and request them online, at your convenience. You will need a unique PIN and Access ID to register. This can be generated via our website. Alternatively bring your repeat request slip to the surgery or post enclosing a Self Addressed Envelope.

Requests are not accepted over the telephone to avoid errors and avoid pressure on telephone lines.

Patients on regular medication do not always need to see or speak to a doctor for a repeat of their medicines.

### **Crossways Surgery Dispensary;**

At our Crossways surgery we have an on site dispensary. If when you registered you opted to be a dispensing patient collection times are Monday - Friday; 8:30am - 5:30pm.