

The Royal Crescent and Preston Road Practice

PRACTICE INFORMATION (July 2016)

Royal Crescent Surgery



**25 Crescent Street
Weymouth
Dorset
DT4 7BY**

Tel: (01305) 774466

Fax: (01305) 760538

Email: receptionist@gp-j81027.nhs.uk

Website: www.royalcrescentsurgery.co.uk

Branch Surgery:
Preston Road Surgery
102 Preston Road
Weymouth
Dorset
DT3 6BB
Tel: (01305) 832203
Fax: (01305) 833805

Royal Crescent Surgery Partners

Dr Jonathan De Kretser

BSc MB BS DRCOG MRCGP Qualified London 1988

Dr Sarita Chopra

BSc MB BS DRCOG MRCGP Qualified London 1988

Dr Richard Sales

BM MRCGP Qualified Southampton 1990

Dr Jonathan Orrell

MBBS MRCGP DRCOG Qualified London 1985

Dr Martin Schmidt

MRCGP MRCS Qualified Bochum, Germany 1989

Dr Tanya Stead

MB ChB DRCOG DCH MRCGP Qualified Bristol 1998

Dr Christopher Nelson

BM DFSRH MRCGP Qualified Southampton 2005

Dr Marie Goddard

MB MRCGP DCH Qualified Southampton 2006

Dr Kathryn Jitan

MBChB MRCGP DipDerm Qualified Bristol 2007

Preston Road Surgery Partners

Dr Joanna Young

BM BS DRCOG MRCGP Qualified Nottingham 1992

Dr Eleanor Costales

MBBS MRCPCH MRCGP DRCOG DFFP Qualified London 1997

Dr Benjamin Chennell

MBBS MRCGP Qualified London 2002

Dr Tracey Walden

MBBS DFFP Qualified London 1992

Dr Kimberley Goldstein-Jackson

MB Bch Qualified Wales 2008

Dr Sarah Reese

MB ChB Qualified Birmingham 2007

Information for Patients

This booklet has been produced to help you make the best use of the services in our practice and to introduce you to the teams that provide those services.

The Practice

We are a group of 15 GP Partners working together. The practice is a partnership between the Royal Crescent Surgery situated in Weymouth town centre and the smaller Preston Road Surgery on the outskirts of the town. We work together to care for approximately 18,000 patients living in our practice area. A map of the area from which we accept patients can be found on the back cover.

We provide a high quality service for all our patients. Our aim is to maintain the best possible standard of physical and mental health for each person. We recognise that both the practice and each patient have a role in achieving this.

Both surgeries are purpose built and were originally completed in the mid-1980's. Since then, several extensions have been added to provide the facilities that we have today. At Royal Crescent Surgery, there is a car park (entrance from Crescent Street) and suitable access for the disabled with a lift to the reception area and consulting rooms.

The Practice Manager - Kate Meacham

Our practice manager is responsible for the efficient running of the practice and the planning of future services. If you have comments on any aspect of your healthcare, Mrs Meacham would be pleased to hear from you.

Surgery Manager - Leanne Birch

Leanne is responsible for the management of the surgery, including the quality of the service we offer you as a patient. Your suggestions and ideas are always welcome. If you have any complaints, please let Leanne know and she will work together with you and other members of staff to address your concerns.

Senior Administrators - Helen Willett, Tina Carter, Kelly Hickson & Natalie Brooks

Our Senior Administrators work in the reception area as part of the reception team. They also provide senior administration support for the surgery and staff. They are available to help you with any general query.

Other Staff Members

Practice Information Analyst - **Louise Davies**

Practice Nurses (7)

Health Care Assistants (2)

Receptionists / Administration (12)

Advanced Nurse Practitioners (2)

The receptionists will assist you in making emergency and routine appointments to see a doctor, nurse or other healthcare team member. They undertake repeat prescriptions and answer numerous and varied questions. The receptionists are here to help you. When you telephone they may ask for some details. They are trained to make certain enquiries and give certain advice to help you as best they can.

GP Registrar

We are a training practice. Our registrars are fully qualified doctors and have a great deal of hospital experience. Registrars are appointed by the practice and are attached to the practice for 6-12 months during which time they complete their training to become a GP.

Advanced Nurse Practitioners - Heidi Crompton (MSc BSc (Hons) RN Non Medical Prescriber)
Clare Byrne (Ba (Hons) Adult Nursing BSc Advanced Nurse Practitioner Non Medical Prescriber)

Nurse Practitioners are highly experienced nurses who have undertaken additional training and share the workload of the GPs. They are able to diagnose, prescribe and refer. They work on various days, in the morning and afternoon.

They work closely with the GPs and will deputise for your usual GP when they are not available. Patients can choose to see a Nurse Practitioner if they wish.

Practice Nurses - Claire Davis (RGN), **June Reed** (RGN), **Linda Sales** (RGN),
Penny Russ (RGN), **Jane Brown** (RGN), **Sue Greenman** (RGN) & **Sue Scott** (RGN)

Our practice nurses are available by appointment and their numerous tasks include child and adult immunisations, cervical smears, dressings, removal of stitches, ear syringing and assisting with minor medical and surgical procedures. The nurses also run regular clinics covering a variety of health topics including the following:

Asthma Diabetes Coronary Obstructive Pulmonary Disease (COPD)
Coronary Heart Disease (CHD) Travel Health Immunisations

Health Care Assistants (HCA) - Kelly Hickson and Tracey Gow

HCA's work alongside the Doctors and Nurses as part of our healthcare team. They have been trained to carry out routine tests and health checks and are an important part of our team. The HCA's run regular clinics for the following:

ECGs Blood Pressure Checks Blood Tests Urine Analysis
B12 Injections Dressings Removal of stiches NHS Health Checks.

District Nurses

The Community Nursing Service is primarily a visiting service based at the surgery. The district nursing team provides skilled nursing assessment, care, advice and health education to patients who cannot leave their own homes. They work closely with the GPs and other professionals to ensure that you and your family receive the help and support needed when being nursed in the community.

Patients eligible to receive the nursing service in their own homes are those who:

- Are unable to travel to surgery/hospital due to serious illness or disability
- Are recovering from surgical intervention and are unable to travel
- Need palliative nursing care
- Have undergone chemotherapy/radiotherapy and travel would be detrimental to recovery
- Need treatment which cannot be appropriately carried out in the surgery setting

Please inform a member of the team if you are not going to be at home when a visit has been arranged. It is also important to keep any pets under control when a member of the team is due to call.

Health Visitors

Our health visitors are specially qualified nurses based at the surgery. They provide information, advice and support to families and co-ordinate child development checks. They also run baby clinics on Wednesdays 1:30pm – 3:00pm at the surgery.

Direct dial telephone number with an answer machine: (01305) 768141

Midwives-Ante-natal and Post-natal care

A shared care system is provided between the GPs, midwives and Dorset County Hospital. A small team of midwives is attached to each surgery. The midwives offer antenatal, labour and postnatal care whether you choose to have a hospital or home birth. A midwife clinic is held once a week at the surgery. Antenatal classes and postnatal care are provided in partnership with the health visitors. If you think you are pregnant, you should either make an appointment to see the GP or refer yourself directly to the midwives. Please ask at reception for a referral form.

Chaperoning

For all intimate examinations, patients will be offered a chaperone (impartial observer). This will usually be another Doctor, Nurse or Health Care Assistant. If another clinician is not available the Doctor or Nurse may rearrange the examination for when one is available.

If delaying the examination would compromise a patient's care, there are members of the reception team available who have been trained to act as chaperone, and with patients consent can be used. Friends or relatives may be present for support but they would not be deemed as an impartial observer.

If you decline a chaperone, this will be documented in your medical records and often the examination will still be undertaken however there may be instances where a clinician deems it necessary to refer patients to alternative colleagues.

Please let a receptionist know if you would like a chaperone. We can give you the following choices:

- We can rearrange your appointment so that you can be seen by a doctor of the same gender as you.
- You may bring a friend or relative of your choice with you.
- We can arrange for another nurse, doctor or receptionist to be present during your examination.

Other Services

In addition, the following services are available at the practice.

Steps 2 Wellbeing

You can now be referred or refer yourself to Steps 2 Wellbeing which will enable you to access a range of helpful services quickly and easily. Their aim is to support people in Dorset who are suffering from problems, such as low mood, depression and anxiety.

The service can help you:

- Address present problems
- Gain a new understanding of your difficulties and develop new ways of coping
- Make decisions or changes in your life, in a non-judgemental, supportive environment.

To refer yourself please telephone **(01305) 367051** or for more information, pick up a leaflet from the surgery.

Chiropody

The chiropody service is available to patients with special needs such as impaired circulation or disabling foot conditions and elderly patients with a clinical chiropodial need. All patients will, upon referral, be provided with an assessment leading to treatment, advice or referral to a hospital specialist service. A community service is available for those patients unable to travel to the surgery.

Citizen Advice Bureau

This is a free, confidential, impartial and independent service. You can make an appointment to see the advisor through reception. Telephone **(01305) 774466**

Other Information

Home Visits

Home visits are carried out at the discretion of the doctor. If you are too ill to attend the surgery, you may ask for a home visit. Please ring before 11am. Please be prepared to give some information about your problem.

Your details will then be passed to the doctor who will ring you back and, with you, will decide the best course of action. This may be telephone advice, a prescription or a home visit. Please note that the GP may ask an Advanced Nurse Practitioner to visit you on their behalf.

Telephone Advice

We appreciate that on certain occasions it is useful to telephone one of the doctors or nurses. **The best time to ring is between 11.30am -12.00pm on weekdays i.e. at the end of morning surgery.** Please call in the afternoon for advice on Mondays as the morning is our busiest time.

We also offer a telephone consultation service for problems that can be dealt with over the telephone. When you telephone the surgery you may request one and you will be given a time slot for the GP to phone you. The GP will then phone you back at the arranged time for your consultation

Repeat Prescriptions

If you are taking regular medication you will be given a repeat prescription request form every time you renew your prescription. It is important that medicines are not wasted — please decide which items you need and tick them clearly on the form. Requests can also be emailed to us at receptionist@gp-j81027.nhs.uk or online via SystmOnline. Always allow at least **two working days** to get your prescription ready. If you require your prescription to be posted to you please provide a stamped addressed envelope.

It is important to give as much notice as possible. Do not leave it until the last minute as you risk running out of medication.

All the local Pharmacies will collect completed prescriptions from the surgery so that you can obtain your prescription and medication directly from them. For details please enquire at your local Pharmacy.

Online Services – SystmOnline

Through SystmOnline you can now request your medication, book and cancel appointments and view part of your medical records on line including your test results.

To register for this service, you will need to complete a patient online request form and personally bring to reception two forms of ID, photo ID and proof of your address. You will then be supplied with a login and password.

Test Results

If your doctor asks you to telephone for the result of a test our receptionist will give you the result as directed by your doctor. For blood test results please allow 5 days and for X-ray results 14 days. Please telephone after 10.30am.

Registrations

To register you will need to personally bring into reception two forms of ID. One being a form of photo ID and one being proof of your current address, ie bank statement, utility bill, letter from benefits agency. We will also require your NHS Number to be able to complete your registration. All new adult patients will be required to complete a questionnaire before registering. As we run a personal list system you will be allocated a GP who you will manage your care.

Change in personal details

Please inform reception if you change your name, address or telephone number. There is a form to complete or you can email receptionist@gp-j81027.nhs.uk. If you would like to change your name please bring in documentation to support this request i.e. Marriage Certificate or Change of Name Deed.

Fees

Some items are not covered by the NHS and you may be asked to pay a fee. This includes private medical certificates, insurance, employment medicals and documentation for fitness to drive a vehicle and fitness to travel. A list of fees is displayed at the reception desk.

Foreign travel

You should make an appointment for travel immunisations **at least six weeks** before foreign travel. There may be a charge for some immunisations. Please note that the practice may not be able to offer appointments at short notice.

ARE YOU A CARER?

We are currently compiling a register of carers in our practice.

WHO IS A CARER?

A carer is someone who, without payment, regularly helps a disabled, ill or frail relative, friend or neighbour. A carer may be of any age and includes young carers under 18. A carer may look after someone with:

- A Learning Disability
- A Mental Illness
- Alcohol / Drug related problems
- Other special needs relating to children and older people.
- A Physical Disability
- A sight or hearing difficulty
- HIV or AIDS

WHY ARE WE DOING THIS?

We are compiling a register so that we can contact carers with information about services and support that could assist them with their caring role. We have links with the carers team at Dorset County Council and other organisations that support carers.

If you are a carer please ask at reception for a carers registration form.

For further advice and information about support services, please ask to speak to **Helen Willett** who is our carers lead here at the surgery.

SURGERY OPENING TIMES

Monday to Friday 8.10am - 6.00pm

Please note that the telephone lines are open from 8.30am - 6.30pm

DOCTORS CONSULTATION TIMES

(All by appointment)

The times indicated below give a general indication of the availability of each Doctor. Surgery times may start or finish at slightly different times.

Dr De Kretser			Dr Chopra		
Monday	8.30-11.00am	3.30-6.00pm	Tuesday	8.30-11.30am	3.00-5.30pm
Thursday	8.30-11.30am (Alternate)	3.00-5.30pm	Friday	8.30-11.30am (Alternate)	3.00-5.30pm

Dr Sales			Dr Orrell		
Monday	8.30-11.00am	3.30-5.30pm	Monday	8.30-11.00am	3.30-5.40pm
Wednesday	8.30-11.30am	3.00-5.30pm	Tuesday	8.30-11.30am	3.00-5.30pm
Thursday	8.30-11.30am (Alternate)	3.00-5.30pm	Wednesday	8.30-11.30am	
Friday	8.30-11.30am		Friday	8.30-11.30am	3.00-5.30pm

Dr Stead			Dr Schmidt		
Tuesday	8.30-11.30am	3.00-5.30pm	Monday	8.30-11.20am	3.30-5.40pm
Friday	8.30-11.30am	3.00-5.30pm	Wednesday	8.30-11.50am	3.00-5.30pm
			Thursday	8.30-11.50am	

Dr Goddard			Dr Nelson		
Monday	8.30-11.00am	3.30-5.40pm	Monday	8.30-11.30am	3.30-5.40pm
Tuesday	8.30-11.30am	3.00-5.30pm	Tuesday	8.30-12.00am	3.00-5.30pm
Thursday	8.30-11.30am	3.00-5.30pm	Thursday	8.30-12.00am	3.00-5.30pm
			Friday	8.30-12.00am	3.00-5.30pm (Alternate) 1.30-3.50pm

Dr Jitan		
Wednesday	8.30-11.30am	3.00-5.40pm
Friday	8.30-11.30am	3.00-5.30pm

APPOINTMENTS

Named GP

All patients have a named GP. This means that your care will be managed by this GP and that your appointments will be with them to provide the continuity of care that our patients tell us they need.

If however you find that your needs are not being met then you may choose to request a different GP. Please put your request in writing or speak to reception, advising who you wish to move to and why.

How do I make an appointment with my named GP?

You will be able to book an appointment with your named GP well in advance and this is the best way to plan your care. This may be an appointment in the Surgery or a telephone consultation.

What happens if I need to see a GP urgently and my GP is not available?

When your GP is not available we would encourage you, for routine ongoing episodes of care, to book an appointment for when they return.

Any urgent need you have which does require dealing with more quickly will be dealt with by either another GP or a Nurse Practitioner. This may be an appointment in the Surgery or a telephone consultation.

I have been allocated to a male (female) GP but on this occasion I would prefer to see a female (male) GP – is this possible?

Yes, absolutely. Please just ask the receptionist when you book your appointment.

Can I choose to see the Registrar or other trainee GP?

Yes. If you prefer to book with the Registrar or other trainee GP please just ask the receptionist when you book your appointment. You can choose an appointment in the Surgery or a telephone consultation.

Appointments

If you are delayed or cannot attend your appointment please contact the surgery as soon as possible to cancel. The appointment can then be offered to somebody else.

Please try to come to the surgery for your appointment. If you have no transport, perhaps you could ask a friend, or use a bus or taxi.

When you arrive at the surgery, check in at reception or use the new automated check in system situated on the wall next to the reception desk. The doctor or healthcare professional will call you in.

Telephone Consultations

We offer a telephone consultation service for problems that can be dealt with over the telephone. When you telephone the surgery you can request a telephone consultation. You will be given a time slot for the GP to phone you. The GP will then phone you back at the arranged time for your consultation

Practice Charter

These are the local standards set within this practice for the benefit of the patients.

- It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitable qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything. Help us to help you.
- The confidentiality of patient medical records is maintained at the highest level at all times. Your records will not be shared with a third party without your consent. You have the right to see your health records, subject to the limitations in the law.
- The practice keeps computerised medical records. These records are covered by the Data Protection Act.
- You will have rapid access to a doctor in case of an emergency.
- Keep your appointment or cancel it, do not waste it.
- We run an appointment system in this practice. You should not wait more than 30 minutes without receiving an explanation for the delay.
- Please ask for a home visit by the doctor only when the patient is too ill to visit the surgery.
- Please request your prescription in good time—this will help avoid delays.
- If you experience severe chest pain that you think might be a heart attack, call 999 and ask for an ambulance
- Out-of-hours cover, when the surgery is closed, is for URGENT medical conditions only.
- Please let us know if you change your name, address or telephone number. To maintain confidentiality and provide the best possible service, it is important that we have the correct details.

Patient Advice and Liaison Service (PALS)

This service is provided to resolve patients', carers' and relatives' concerns quickly and efficiently. We aim to provide information to patients to help them make the best use of the NHS and improve the outcome of care. If you have any concerns about your health care, please contact the surgeries PALS officer, the Surgery Manager, Leanne Birch.

Alternatively you can contact the PALS Manager at the Dorset Healthcare University NHS Foundation Trust who will provide an independent and confidential service to resolve your concerns.

PALS Officer

Weymouth Community Hospital

Melcombe Avenue

Weymouth

DT4 7TB

Telephone: 08005874997

Email: pals@dhuft.nhs.uk

Zero Tolerance Policy

The Royal Crescent and Preston Road Practice is committed to taking all reasonable precautions necessary to ensure the safety and well-being of its employees and endeavours to ensure that all employees are protected from physical and verbal abuse.

Definition of Physical and Verbal Abuse

Physical and verbal includes:

- Unreasonable and/or offensive remarks or behaviour
- Harassment
- Threatening behaviour
- Actual assault
- Attacks on members of staff/public
- Damage to employee's/employer's property

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to ALL patients.

If you feel you have been treated unfairly or inappropriately, please ask the reception staff to contact the manager who will be happy to address your concerns.

AGGRESSIVE, ABUSIVE OR VIOLENT PATIENTS

We will not tolerate aggressive, abusive or violent behaviour towards any member of our staff and operate a zero tolerance approach to violent or aggressive incidents. If you indulge in such behaviour, the incident will be reviewed and if we feel it appropriate, you will be removed from our medical list in accordance with NHS guidelines.

The practice considers aggressive behaviour to be any personal, abusive and aggressive comments, cursing and/or swearing, physical contact and aggressive gestures.

Any incident of verbal abuse whether in person or on the telephone will be reported to the Manager who will keep a log of all incidents. A formal letter will be sent to you (a copy of which will be kept with your medical record) and any response to our letter will be recorded.

Physical abuse will be reported immediately to the Police and you will immediately be removed from our list. The Police will then take whatever action they feel appropriate. Please remember that assaults against NHS staff are regarded as a serious matter, worthy of prosecution. (Should any member of staff be put in fear of violence, they are under instruction to call the Police).

Practice staff are here to help you so please treat us in the manner in which you would wish to be treated yourself.

Please help us to help you.

Thank you

THE ROYAL CRESCENT AND PRESTON ROAD PRACTICE COMPLAINTS PROCEDURE

We always try to give you the best services possible, but there may be times when you feel this has not happened. This leaflet explains what to do if you have a complaint about the services that we provide for you.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made.

If you use this procedure it will not affect your right to complain to the NHS Dorset if you so wish at a later date. All complaints will be dealt with first by the surgery. The appropriate contact addresses for NHS Dorset and the Independent Complaints Advocacy Service (ICAS) are given below should you wish to contact them also.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if that patient in person does not make a complaint.

If you wish to make a complaint, please phone or write to our Practice Manager. If you prefer, please ask for a complaint form. The Practice Manager will acknowledge this within three working days. If you telephone, the Practice Manager will take full details of your complaint and decide how best to undertake the investigation. If the complaint is of a clinical nature the partner who oversees the practice complaints procedure will deal with it. If the doctor himself is the subject of the complaint, one of the other partners will be the investigating partner. We will inform you if the investigation of the complaint requires your records to be seen by someone other than a member of the practice team.

We think it is important to deal with complaints swiftly, so you will normally be given a written reply as soon as reasonably practicable after completing the investigation. Occasionally, if we have to make a lot of enquiries and the people involved are away, it might take a little longer, but we will keep you informed. Following the written reply we will arrange a meeting if you feel that further discussion is necessary. You may bring a friend or relative with you to the meeting.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that at the end of the meeting you will feel satisfied that we have dealt with the matter thoroughly.

If you are not content with the outcome, you can ask the Parliamentary and Health Service Ombudsman to investigate the case and carry out an independent review. They are not obliged to investigate every complaint and will normally only review a complaint once it has been through the local resolution stage.

Further Addresses:

Dorset Clinical Commissioning Group

Vespasian House
Barrack Road
Dorchester
DT1 1TS
Tel: 01305 368900
www.dorsetccg.nhs.uk

Dorset Advocacy Service

Unit 13-15, Jubilee Court
Paceycombe Way, Poundbury
DT1 3AE
Tel: 0300 343 7000
Email: nhscomplaints@dorsetadvocacy.co.uk

The Parliamentary and Health Service Ombudsman

11th Floor
Millbank Tower
LONDON
SW1P 4QP
Helpline: 0345 015 4033
Email phso.enquiries@ombudsman.org.uk

NHS England

PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233
Email: England.contactus@nhs.net

EMERGENCY CALLS WHEN THE SURGERY IS CLOSED

If you are unwell in the evening, overnight or at the weekend when the surgery is closed, please contact the

Dorset Urgent Care Service on 111

This service is for urgent medical situations - if you, or a member of your family, become ill and you are concerned. It is not for routine enquiries, such as booking an appointment with your GP, repeat prescriptions, test results etc.

When you ring the Dorset Urgent Care Service, your call will go through to the call centre in St Leonard's, Dorset. A trained member of staff will answer the phone and take some details from you. They will pass your details straight over to a doctor who will ring you back to ask you more about the problem and, with you, will decide the best option for you. Depending on the seriousness of your condition, this might be:

- Advice over the phone
- A visit to a local treatment centre, or
- A home visit by a nurse, doctor or paramedic

Alternatively you can call **NHS 111** on 111. The NHS 111 service can give you general medical information 24 hours a day. Their trained nurses can provide you with expert health advice and reassurance any time of the day or night.

You can also get information on-line at www.nhs.uk

Your local pharmacy (chemist) can provide advice and support. Your local paper will have details of pharmacies opening times in the evenings and at weekends.

Community Urgent Care Centre (CUCC) - Weymouth Community Hospital

Open 08:00 -23:00 7 days a week, including Bank Holidays **01305 762541**

The Community Urgent Care Centre provides treatment for people with non-life threatening injuries and urgent medical problems. Patients will be directed to their GP if their problem is not urgent, or a local pharmacy if the problem is best managed there.

The centre offers seven day X-ray facilities and provides treatment for problems such as:

- Sprains and broken bones
- Minor burns, cuts, animal bites and infected wounds
- Chest infections and asthma attacks
- Bladder and kidney infections

Anyone with a serious injury or illness should go to the A&E department at Dorchester County Hospital.

If your injury or illness is life-threatening call 999 and ask for an ambulance

Telephone Directory

For urgent calls, if the telephone is out of order, call our branch surgery on 01305 832203

DORSET URGENT CARE SERVICE (Out of Hours)	111
DORCHESTER COUNTY HOSPITAL (Accident and Emergency)	(01305) 255541
WEYMOUTH URGENT CARE CENTRE	(01305 762541)
NHS Choices	www.nhs.uk

Chemists

Well Pharmacy, Abbotsbury Road	(01305) 786787
Well Pharmacy, Buxton Road	(01305) 772272
Well Pharmacy, Crescent Street	(01305) 781500
Well Pharmacy, Southill	(01305) 780299
ASDA Pharmacy	(01305) 207010
Boots, Abbotsbury Road	(01305) 785754
Boots, Town Centre	(01305) 784472
Boots, Portland Road	(01305) 786071
Chickerell, East Street	(01305) 779054
Lloyds, Gloucester Street	(01305) 785484
L Rowland & Co, Preston Road	(01305) 833379
L Rowland & Co, Littlemoor Shop Centre	(01305) 814828
Morrisons, Dorchester Road	(01305) 786361
Wessex, Avenue Road	(01305) 784661
Wessex, Lanehouse	(01305) 783287
Dorset County Hospital - Reception	(01305) 251150
Weymouth Community Hospital - Recep	(01305) 760022
X-ray Appointments - Dorchester	(01305) 254131
X-ray Appointments -Weymouth	(01305) 762583
CancerCare	(01305) 269898
EDP (Drug & Alcohol Services)	(01305) 760799
Emergency Dentist	111
Genesis (Drugs)	(01305) 779706
GUM Clinic	(01305) 762682
Registrar of Births, Deaths	(01305) 760899
Sexual Health & Contraception Services	0300 303 1948
Samaritans	(01305) 771777
Social Services (Weymouth)	(01305) 760139

Self Treatment of Common Illnesses and Accidents

Many common aches and pains can be simply treated at home without the need to consult your doctor. You can get advice by calling NHS 111 or via the website www.nhs.uk

Remember to keep a stock of useful medicines and dressings in readiness for minor illnesses. Your local chemist will also be able to give you advice.

- Ask your pharmacist for advice about choosing the right medicines for common ailments
- Your pharmacist will advise you if you are unsure about seeing a doctor.
- The pharmacist will offer advice about a problem if you are not sure what is causing it.
- Be sure to tell your pharmacist if you are taking other medicines—some medicines are not compatible.

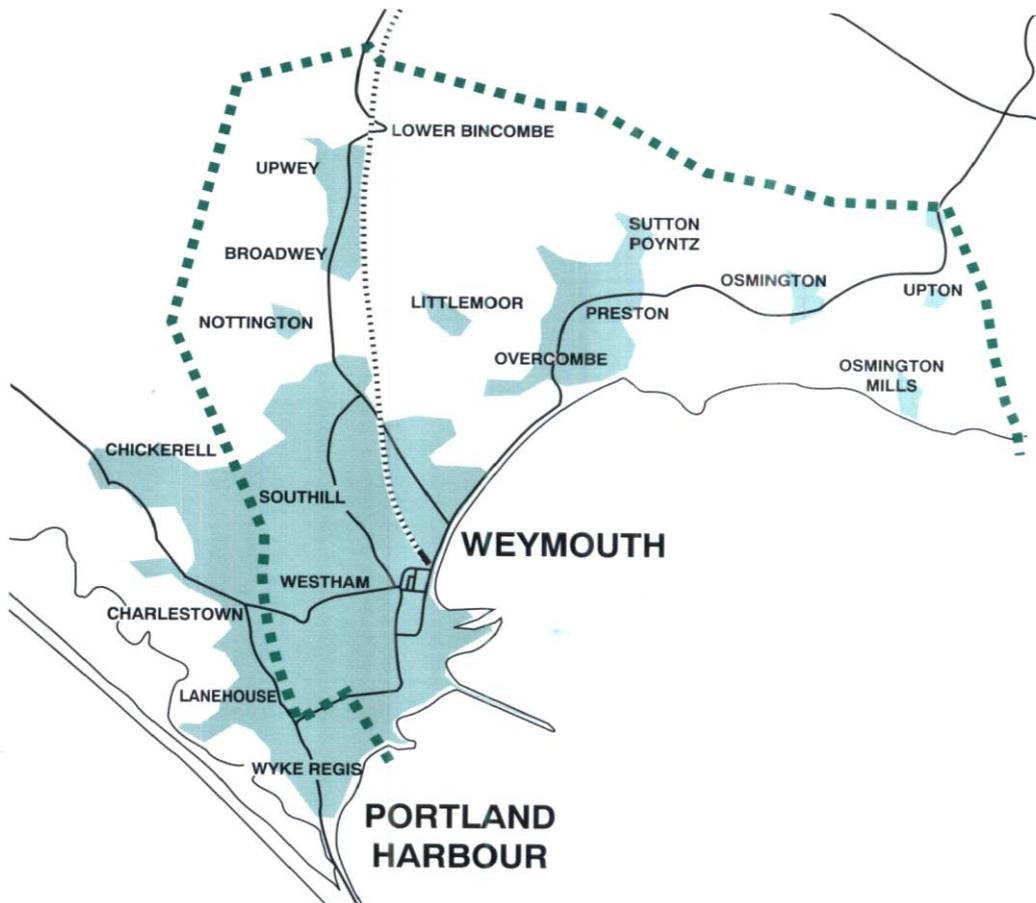
Comments and Suggestions

If you have any comments on this publication or suggestions for further publications or on any aspect of the quality of care and the service that we provide

Please contact the **Surgery Manager, Leanne Birch**
Tel: 01305 774466 or write to us at the surgery address

This booklet is updated regularly, but should you notice any information which is out of date, please contact the surgery.

THE PRACTICE AREA



Royal Crescent Surgery
25 Crescent Street
Weymouth
Dorset
DT4 7BY

Tel: (01305) 774466
Fax: (01305) 760538
Email: receptionist@gp-j81027.nhs.uk

Website: www.royalcrecentsurgery.co.uk