

<Front Cover>

# St Luke's

# Surgey

Warren Road, Guildford GU1 3JH

[www.stlukes.gpsurgery.net](http://www.stlukes.gpsurgery.net)

Tel: 01483 510030

Fax: 01483 304379

NHS Direct: 0845 46 47

Continuing the tradition of 100 years of medical care on the St Luke's site

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## USEFUL TELEPHONE NUMBERS

|   |               |  |
|---|---------------|--|
| Age UK .....  | 0800 169 6565 | <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>   |
| Alcohol Concern .....                                   | 0207 566 9800 | <a href="http://www.alcoholconcern.org.uk">www.alcoholconcern.org.uk</a>                                   |
| Action for Carers (Surrey) .....                        | 01483 302748  | <a href="http://www.actionforcarers.org.uk">www.actionforcarers.org.uk</a>                                 |
| Community Bereavement Service (CRUSE).....              | 01483 565660  | <a href="http://www.crusebereavementcare.org.uk">www.crusebereavementcare.org.uk</a>                       |
| Guildford & Waverley Clinical Commissioning Group ..... | 01483 405450  | <a href="http://www.guildfordandwaverleyccg.nhs.uk">www.guildfordandwaverleyccg.nhs.uk</a>                 |
| Guildford Police .....                                  | 0845 125 2222 |  |
| GUM Clinic (sexually transmitted diseases).....         | 01483 573852  |  |
| NSPCC helpline .....                                    | 0808 800 5000 |  |
| Phyllis Tuckwell Hospice.....                           | 01252 729400  | <a href="http://www.pth.org.uk">www.pth.org.uk</a>   |
| Relate.....   | 01483 715285  | <a href="http://www.relate.org.uk">www.relate.org.uk</a>   |
| Surrey Social Services.....                             | 03456 009 009 | <a href="http://www.surreycc.gov.uk/social-care-and-health">www.surreycc.gov.uk/social-care-and-health</a> |
| Southern Addictions Advisory Service (SADAS) .....      | 01483 590150  | <a href="http://www.sadas.org.uk">www.sadas.org.uk</a>   |
| Terence Higgins Trust .....                             | 0808 802 1221 | <a href="http://www.tht.org.uk">www.tht.org.uk</a>   |

### Hospitals

|                                       |              |  |
|---------------------------------------|--------------|--|
| The Royal Surrey County Hospital..... | 01483 571122 | <a href="http://www.royalsurrey.nhs.uk">www.royalsurrey.nhs.uk</a>   |
| The Guildford Nuffield Hospital.....  | 01483 378690 | <a href="http://www.nuffieldhealth.com">www.nuffieldhealth.com</a>   |
| Mount Alvernia Hospital.....          | 01483 570122 | <a href="http://www.bmihealthcare.co.uk">www.bmihealthcare.co.uk</a> |
| Ashford and St Peter's Hospital.....  | 01932 872000 | <a href="http://www.asph.nhs.uk">www.asph.nhs.uk</a>                 |
| Frimley Park Hospital .....           | 01276 604604 | <a href="http://www.frimleypark.nhs.uk">www.frimleypark.nhs.uk</a>   |

### AIDS Counselling

|   |               |  |
|---|---------------|--|
| Surrey & East Hants Aids Link Ltd (8.00 - 10.00pm)..... | 01483 300150  |  |
| Terence Higgins Trust (12 noon - 10.00pm) .....         | 020 7837 7324 |  |
| Health Education Council .....                          | 020 7413 1995 |  |
| National Aids Helpline .....                            | 0800 567123   |  |

### Local Walk in Centre:

Woking Hospital NHS Walk in Centre  
Heathside Road  
Woking GU22 7HS  
Open 7.00am - 8.00pm Monday - Friday  
9.00am - 7.00pm Saturday/Sunday and Bank Holidays

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# Welcome To The Practice

At St Luke's we aim to provide the best of both traditional family general practice and modern healthcare. We aim to provide a full range of healthcare services including child health surveillance, family planning and minor surgery. We are recognised as a training centre for doctors wishing to specialise in General Practice. We also have student doctors who visit the practice.

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## THE DOCTORS

|                               |  |
|-------------------------------|--|
| <b>Dr Andrew P Cross</b>      | MB BS MRCP DCH (Westminster Hospital 1984)       |
| <b>Dr Jonathan N Barnardo</b> | MB BS DGM DRCOG MRCP (St Thomas' Hospital 1989)  |
| <b>Dr Mary C Morrison</b>     | MB BCh MRCP DCG (Trinity College Dublin 1983)    |
| <b>Dr Surahi M Xavier</b>     | MB BS DRCOG MRCP (St Thomas' Hospital 1993)      |
| <b>Dr Alastair Bint</b>       | MBChB DGM DFRSH DRCOG MRCP MEWI (Edinburgh 1998) |
| <b>Dr Elizabeth Charlwood</b> | MBChB MRCP DRCOG DFRSH (Sheffield 2001)          |

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## THE PRACTICE STAFF

### Practice Nurses

Our practice nurses specialise in preventative medicine. Appointments can be made for immunisations, cervical smears, blood pressure checks, blood tests, foreign travel, asthma, vaccinations and advice.

### District Nurses

The district nurses are based at the surgery and can be contacted on 01483 450686.

### Healthcare Assistants

Our healthcare assistants support the nursing team by providing phlebotomy (blood taking) clinics as well as monitoring blood pressure and taking ECGs. They also provide administrative support in the chronic disease management of our patients.

### Health Visitors

The health visitors are based at the Jarvis Centre and can be reached on 01483 783288.

### Practice Manager

The practice manager is responsible for all aspects of the day-to-day running of the surgery. If you have any suggestions, concerns, complaints or praise regarding the surgery, then please address them with the practice manager.

### The Reception and Administration Team

Reception is open Monday to Friday from 8.00am - 6.30pm. Our reception staff are here to help you. They have a difficult job dealing with calls and enquiries. The receptionist may ask you for a few details, they have been trained to make these enquiries so that we can help you in the most appropriate way.

We also have a team of secretarial and clerical staff to assist with the administration of the practice.

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## OPENING HOURS

Monday to Friday 8.00am - 6.30pm

Please see 'When the surgery is closed' for advice on healthcare when the surgery is closed.

The surgery also offers extended hours appointments on Mondays from 6.30 - 7.30pm. These extended surgery times are for pre-booked routine appointments only. The surgery is not open for telephone calls, prescription enquiries or registration at this time. The NHS 111 out-of-hours service will operate for medical advice at these times.

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## **PRACTICE STAFF TRAINING**

The practice may occasionally close for part of the afternoon for staff training. There will be notices in reception and on our website in advance of any training. NHS 111 out-of-hours service will operate for advice during these times.

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## **NEW PATIENT REGISTRATION**

We have an open list and welcome requests for registration from patients moving to the practice area. A map of our practice catchment area is available on our website, or alternatively contacts reception for more information. To register, you will need complete an NHS registration form and new patient health questionnaire. Both of these forms are available on our website ([www.stlukes.gpsurgery.net](http://www.stlukes.gpsurgery.net)) in the library section on the Other Information page. Once completed, you will need to bring the forms to the surgery along with two forms of identification; either passport, driving license or birth certificate plus a utility bill or other bill that shows your address.

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## **CHANGE OF PERSONAL DETAILS**

Please notify us of any change of address or telephone number so that we can keep the records up to date. Notification of change of address can also be given via our website. If you move outside the practice catchment area you will be asked to find a doctor in your area.

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## **APPOINTMENTS**

An appointment can be made by calling reception on 01483 510030. As Monday morning is the busiest time of the week, please avoid telephoning then for non-urgent appointments. Medically urgent cases will always be seen on the same day; otherwise you will be offered the first available routine appointment. Patients are entitled to see any doctor in the practice, although when first registering you will be allocated a GP for administrative purposes. However, we would encourage you to see the same doctor on each visit if you have a chronic illness or ongoing complex medical problems as this provides the best continuity of care.

We offer an online service to book appointments and order repeat prescriptions. Please ask the receptionist, who will give you a unique user name and password.

### **Telephone Consultations**

Patients are able to book a telephone slot with a doctor who will call them back at an allotted time.

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## **HOME VISITS**

Home visits are for patients who are too ill to visit the surgery. If possible please come to the surgery where the doctor has access to our full range of facilities. If you do need a home visit please telephone before 10.00am to enable us to plan our day.

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## **WHEN THE SURGERY IS CLOSED**

If your problem is a routine matter and can wait until the surgery re-opens, please call back during normal surgery hours. If you have an urgent medical problem which cannot wait until the surgery re-opens, please dial 111. This is the telephone number for NHS 111 and they will be able to direct you to the most appropriate service. The number is free to call from both landlines and mobiles.

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## **REPEAT PRESCRIPTIONS**

Patients on long-term medication may request repeat prescriptions with the consent of their doctor. This may be done by post, online or in person. Please allow two working days for your prescription to be processed. Please note, should your repeat prescription need to be re-authorised it may take longer to process, so please allow plenty of time to request your medication. If you wish to use our online service please contact the surgery and you will be given a unique user name and password. Requests for repeat prescriptions cannot be taken over the phone as errors can occur in verbal communication. If you wish your prescription to be posted to you, please enclose an SAE.

Patients on regular medication will be asked periodically to come and see the doctor for a review and/or have regular blood tests.

Prescriptions can be collected on weekdays between 8.00am and 6.30pm.

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## TEST RESULTS

If your doctor has asked you to ring for a blood test or x-ray result please do so after 11.00am.

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## CLINICS

### Family Planning And Maternity Care

Undertaken by all the doctors in conjunction with the midwifery team and practice nurses, please contact your own doctor.

### Asthma Surveillance

By appointments with your doctor or designated asthma nurse.

### Diabetic Clinic

Held monthly on a Thursday afternoon. Every adult diabetic should ideally be reviewed annually in the clinic.

### Immunisation

Appointments are needed with the practice nurse for childhood immunisation.

### Travel Clinic

By appointment with the practice nurse. We are a registered Yellow Fever Centre. Travel advice and some travel injections incur a fee. Patients are asked to complete a travel vaccination form before attending for a travel appointment. These can be downloaded from our website [www.stlukes.gpsurgery.net](http://www.stlukes.gpsurgery.net), go to Other Information and click on Library.

### Minor Surgery

By appointment with your doctor.

### In-House Counselling/Physiotherapy

By arrangement with your doctor.

### Private Medical Services

In addition to the NHS contract, the practice offers some private medical services, such as the completion of medical reports and examinations for external organisations. These services incur charges as they are not part of the practice's commitment to their NHS contract. A list of private services and current fees is available from the practice manager.

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## DISABLED ACCESS

Our premises are easily accessible to wheelchairs and disabled toilets are also available. There is a lift on the premises and a dedicated parking bay next to the surgery entrance.

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## 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.

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## CARE.DATA: HOW INFORMATION ABOUT YOU WILL BE USED IN THE FUTURE

NHS England and the Health & Social Care Information Centre (HSCIC) have introduced a new way of collecting information from your medical records to improve the services offered by the NHS. This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you. You have a choice. If you are happy for your information to be used in this way, you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff and ask for a copy of the leaflet 'How information about you helps us to provide better care'. More information including a list of frequently asked questions (FAQ's) can be found at

## **CONFIDENTIALITY**

We recognise the confidential nature of our work and all members of the team understand the importance of confidentiality. Anyone with access to your records is properly trained in confidentiality issues and is governed by both legal and contractual duty to keep your details private. To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends or spouses unless we have written consent, and we do not leave messages with others. We are unable to give information relating to appointments to any third party. If you are expecting to be collected or contacted whilst at the surgery please let us know so that we are able to respond appropriately to any questions. The confidentiality of your records is protected by the Data Protection Act in accordance with government and BMA guidelines. A copy of our Data Protection Policy is available from the practice manager or can be found on our website.

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## **SURGERY POLICY ON ANTISOCIAL BEHAVIOUR**

We follow the government's advice on violent behaviour, which will not be tolerated at the practice. We will remove patients from the practice list if we feel it appropriate.

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## **COMPLAINTS PROCEDURE**

We trust that you will find our service efficient, accessible and relevant to your needs. If you have any suggestions or complaints, please contact our practice manager who will initiate our confidential complaints procedure.

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## **PATIENT RIGHTS AND RESPONSIBILITIES**

You will be treated with respect and as a partner in your care. Being a partner in your care means you have responsibilities too.

### **We Will:**

- Ensure our patients have 24-hour access to care.
- Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours or, in an urgent case, the same day.
- Work in partnership with you to achieve the best medical care possible.
- Involve you and listen to your opinions and views in all aspects of your medical care.
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle

### **We Would Respectfully Ask That You:**

- Let us know if you intend to cancel an appointment or are running late.
- Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best services.
- Inform the practice staff of any alterations in your circumstances, such as change of name, address or telephone number.

As patients you are responsible for your own health and that of any dependants. It is important that you adhere to information and advice given to you by health professionals and co-operate with the practice in endeavouring to keep you healthy.