

The Fairlands Practice

www.fairlands.co.uk



The Fairlands Practice is a partnership of six doctors with a complement of nurses, health visitors and other health professionals practicing from the main premises on the Fairlands estate in Worplesdon, near Guildford and a branch surgery in the nearby village of Normandy.

The surgeries are modern purpose built medical centres offering both NHS and private services. The branch surgery at Glaziers Lane also has a dispensary. All of our consulting rooms are on the ground floor and the surgeries provide baby changing and disabled facilities.

We are a GP training practice and have GP registrars in their final year of training with us. They are fully qualified with at least three years postgraduate hospital experience and are available for consultation alongside the partners.

We also have doctors, medical students and nurses undertaking training at this Practice, both undergraduate and postgraduate, seeking to gain experience in community and General Practice work.

Opening hours

The Fairlands Medical Centre

Monday – Friday 8:30 - 18:30 (from 08:00 for telephone calls)

Please note that reception is closed to telephone calls between 13:00 and 14:00

Normandy Branch Surgery

Monday – Friday 8:00 – 17:00

Doctors' individual surgery hours vary

The doctors

Dr Jonathan S Norris B Med Sci. BM BS. MRCP
Nottingham 1978. GP Trainer

Dr Hilary A Trigg MB BS. DCH. DRCOG. MRCP.
London 1981

Dr Christopher M Lukaszewicz MB BS. FPA Cert. L.F.Hom(Med)
London 1984

Dr Timothy D Arnold MB BS. MRCP. FPA Cert
London 1987. GP Trainer

Dr Martin S McKendry MB ChB. DA FRNZCP
New Zealand 1990

Dr Sarah M Dobbs MBBCh. DRCOG. MRCP
Wales 1981

Dr Alexandra Standring MB BS. MRCP. DFFP
Bristol 1990

Practice Area

Our practice covers north-west Guildford, Jacobswell, Burpham, Sutton Green, Mayford, Pirbright, Woodstreet Village, Normandy, Wanborough and Puttenham.

How to register

If you live within our area you are welcome to register with us. Simply bring photographic identification and a utility bill with your name on to reception. You will be asked to complete a short health questionnaire and copies of your identification will be taken. You will be offered a health check with our nursing staff by appointment so that we can get to know you.

Services available

- Family Planning and cervical cytology (smears)
- Maternity care
- Child health Surveillance
- Child vaccinations
- Baby clinics with our Health Visitors
- Chronic Disease management clinics for diabetes, asthma, high blood pressure and chest conditions
- Minor Surgery and cryotherapy
- Travel advice and vaccinations
- Smoking cessation advisors
- Seasonal flu vaccinations

Privately offered services

- Osteopathy
- Physiotherapy
- Acupuncture
- Reflexology

Please see our website for more information on all of these services at www.fairlands.co.uk

Out of hours services

Outside normal working hours there are several ways of receiving medical help:

NHS Direct – can give medical advice and may be contacted 24 hours a day on **0845 4647**

Walk-in centres (staffed by nurses for all medical needs of the over 2's)

- Woking - Woking Community Hospital
01483 776080 (7am -10pm)

Thamesdoc for a GP or nurse - **020 8390 9991**. When you call this number a receptionist will take your details. The Doctor or Nurse may give you advice over the telephone, ask you to attend an out of hour's surgery, or visit you at home.

Appointments

In line with Government directives we offer a range of appointments to see a GP which are automatically 'opened' by the computer system at a range of intervals. We also offer an on-line appointment system, whereby appointments can be made with a GP via our webpage. To use this service, you must first register with reception and be issued with a password for ALL family members together with an advice sheet.

Your medical card will state who your registered GP is. However you may request any doctor of your choice where they are available. Whenever it is possible though, please try to stay with the same doctor for continuity of care. You may also request a particular gender if you wish.

Telephone advice

If you require to speak to a doctor, please contact reception to leave a message.

Home visits

Your doctor will visit you at home if you are too medically ill to come to the surgery. Please telephone the surgery before 11.00 am if possible to request a visit that day. Home visits are usually done between 12.00 and 4.00pm unless very urgent. Please understand that receptionists will need to ask why a visit is necessary so that the doctor can judge how urgent it may be and plan their visits accordingly.

Prescriptions

If you are on regular medication (except contraceptive pills) your doctor may issue a repeat prescription. You should keep the counterfoil of your prescription (which may need to be requested) as it contains your medication list and can be used to order repeats when necessary. Please note that we cannot accept repeat prescription requests by telephone. Your repeat prescription will be ready within 72 hours.

Requests can be posted, faxed or left in reception. We are unable to accept requests over the telephone. Your local chemist will often be able to process your requests with your permission. If you would like us to post your prescription to you please provide a stamped addressed envelope.

We also offer an on-line system for requesting repeat prescriptions via our webpage. To use this service, you must first register with reception and be issued with a password for ALL family members.

If you are registered at Glaziers Lane Surgery you may receive all your prescriptions from the dispensary. Please leave your counterfoil with our dispensers.

District Nurses

The District Nurses are based at the Normandy surgery and are available on 01483 590032 for all home nursing needs where a patient is unable to travel.

Health Visitors

The Health Visitors are also based at Normandy and are available for all aspects of child care on 01483 590033.

Test results

Due to patient confidentiality issues we are unable to give results to anyone other than the patient concerned. The receptionists are only able to tell you that a result is

normal if the doctor has marked it as such, otherwise please contact your doctor.

Please be assured that if any follow up from a test is required you will be contacted by the surgery. It is not, however, surgery policy to telephone patients with normal results.

Confidentiality and your records

We cannot divulge your personal medical information to anyone other than you (not even to your spouse) unless we have your written authority. Your computer and written records are kept most securely.

If you need to access your records please contact you're the Surgery. Your rights of access to information are governed by the Freedom of Information Act and are detailed in our Publication Scheme which is available through reception or on our website.

Certificates

An NHS certificate may be supplied by your GP for absences of more than one working week, including weekends. For shorter periods you may need to obtain a 'self-certificate' from your employer or from our reception.

A doctor's certificate for periods of less than one week should not be necessary. In this instance only a private sickness certificate can be given for which there is a charge.

Private certificates may be needed for a number of reasons. These might include claim forms for private health insurance, holiday cancellation, school letters, etc. Such certificates are not provided as NHS entitlements and a fee will be charged for these which may also be liable to VAT.

Charges will also be incurred for obtaining countersignatures; examinations for employment, life assurance or driving; private prescriptions; meningitis and yellow fever vaccinations.

Suggestions and Complaints

We aim to provide professional and compassionate care for you and your family and are happy to accept suggestions on how our services can be improved. If you feel your expectations have not been met please write to our Practice Manager, **Mrs Sarah Casemore**. You will receive a written reply and explanation. If this is unsatisfactory you may further address your complaint to

the Health Service Ombudsman via the telephone help lines: 0845 015 4033 or 020 7217 4051

Further details of NHS Services may be obtained from: The Surrey Primary Care Trust, Cedar Court, Guildford Road, Leatherhead, KT22 9TX . Tel: 01372 227300

Contacting us

The Practice can be contacted by phone, fax or letter:

The Fairlands Medical Centre

Fairlands Avenue
Worplesdon
Guildford
Surrey GU3 3NA
Tel: 01483 594250
Fax: 01483 598767

Glaziers Lane Branch Surgery

Glaziers Lane
Normandy
Guildford
Surrey GU3 2DD
Tel: 01483 813274
Fax: 01483 811880

Change of details

If your personal details change e.g. home telephone number, mobile telephone number or address, please let us know as soon as possible.

Please note that when you move house, you may fall outside of our practice boundary and registration at another practice maybe necessary.

And please...

Treat our staff with respect at all times. Please keep your appointment but if you cannot then please remember to cancel it. We do reserve the right to remove anyone from our list for threats or acts of violence against our staff, abuse of our services or breakdown of doctor patient relationships which render effective continuing care impossible.