

# The Fairlands Practice

[www.fairlands.co.uk](http://www.fairlands.co.uk)  
01483 594250/813274



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. 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. MRCGP Nottingham 1978
- Dr Hilary A **Trigg** MB BS. DCH. DRCOG. MRCGP. London 1981
- Dr Christopher M **Lukaszewicz** MB BS. FPA Cert. L.F.Hom(Med) London 1984
- Dr Timothy D **Arnold** MB BS. MRCGP. FPA Cert London 1987. GP Trainer
- Dr Martin S **McKendry** MB ChB. DA FRNZCPG New Zealand 1990
- Dr Sarah M **Dobbs** MBBCh. DRCOG. MRCGP Wales 1981, GP Trainer

- Dr Alexandra F **Standing** MB BS. MRCGP. DFFP Bristol 1990
- Dr Catrina S **Taussig** MB BS, MRCGP 1996, Diploma of Geriatric Medicine 1996

## The Nurses

- Kristyn Lead Nurse
- Carol Practice Nurse
- Chrissie Practice Nurse
- Debbie Practice Nurse
- Julie Practice Nurse
- Vida Practice Nurse
- Lorraine Phlebotomist
- Ruth Healthcare Assistant & Phlebotomist

## Practice Area

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

## How to register with the Practice

If you live within our area you are welcome to register with us. Simply bring in photographic identification and a utility bill or car insurance with your name on it to reception. You will be asked to complete a short health questionnaire and photocopies of your identification will be made. You will need to make an appointment for a new patient health check with our nursing suite staff so that we can complete your registration with us.

## Services available at the Practice

- Family Planning, contraceptive pill checks and cervical cytology (smears) with the nurses
- Emergency contraception
- Chlamydia screening
- Maternity care from our visiting midwife
- Child health Surveillance
- Childhood vaccinations
- Baby clinics with our Health Visitors at Normandy
- Chronic Disease management clinics for diabetes, asthma, blood pressure and COPD
- Minor Surgery and cryotherapy
- Travel advice and vaccinations
- Smoking cessation advisors
- Seasonal flu vaccinations (between Oct-January)
- NHS Physiotherapy

## Privately offered services at Fairlands

- Osteopathy & cranial osteopathy with Donna Varns & Carlo Dore
- Physiotherapy with Alex Nash
- Acupuncture with David Weiss
- Chiroprody with Deborah Rockell
- Counselling With Imogen Woods & Lesley Hepburn

Please see our website for more information on all of these services at [www.fairlands.co.uk](http://www.fairlands.co.uk)

## When we are closed....

Around £30k is spent each month on our registered patients who attend A&E. Much of this activity could be seen and treated in alternative settings. Please find below a list of services which can be contacted.

**Thamesdoc** take telephone calls when the surgery is closed between 6.30pm and 8am weekdays and on weekends & Bank Holidays. They have a base at RSCH but may do home visits if they feel it is required. Telephone 0208 390 9991

There is a **walk-in centre at Woking Community Hospital**, Heathside Road, Woking GU22 7HS telephone 01483 846209 which is open Monday to Friday 7am-7.30pm, weekends & Bank Holidays 9am-7pm

There is no longer a walk-in centre at RSCH or Frimley Park Hospital

## Appointments

We offer a range of appointments to see a GP which are automatically 'opened' by the computer system at 1 week, 48 hour and same day intervals. The doctor is also able to request a time interval in which the patient needs to be seen again. We also offer an on-line appointment system with early morning and late evening appointments whereby appointments can be made with a GP (not Nurse) 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. If we are unable to offer a pre-arranged appointment, we hold a daily 'lunchtime' surgery from 11.50am, but these appointments must still be booked in advance and are shared out equally amongst the doctors who are on-site.

Your medical card will state who your registered GP is. However you can request to see a doctor of your choice providing that they are available. You may however prefer to stay with the same doctor for continuity of care. You may also request a particular gender if you wish.

Please note that an appointment with a doctor is scheduled to last 10 minutes. We therefore ask that only one medical problem is discussed in the appointment and if additional time is required, we are happy to book a double appointment via reception to avoid the late running of the surgery.

The length of an appointment with a Nurse, Health Care Assistant or Phlebotomist is based on the procedure being carried out. Not all staff undertake the same number of clinical duties, and the receptionist will need to enquire what is required to ensure the patient is booked with the correct member of staff.

If you are unable to keep your appointment please email [feedback@fairlands.co.uk](mailto:feedback@fairlands.co.uk)

## Telephone advice

If you wish to speak to a doctor, please contact reception to leave a message and you will be contacted within 48 hours. If the matter is urgent, or if the patient's condition deteriorates please contact the surgery without delay.

## 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. If the patient deteriorates, please contact us without delay.

## Facilities for the disabled

All of our consulting rooms are on the ground floor at both sites and the surgeries provide baby changing and disabled facilities.

## Chaperones & interpreters

If you would prefer to have a chaperone or an interpreter present during a consultation please notify reception and this can be arranged.

## Carers

If you are a registered carer, please notify us so that we can offer flexibility and support. The local Carers Support Group meets regularly at Fairlands and details are available on request. We also have a resource file which can be useful to Carers as it is kept updated with the latest information.

## 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 48 working hours at Fairlands and 72 working hours at Normandy. You may wish to collect the prescription from a nominated Pharmacy and will need to give this at the time of the request.

Requests can be posted, faxed or left in reception. We are unable to accept requests over the telephone. 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 some patients are eligible to collect their 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 to the Surgery.

## 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 without prior written consent. The receptionists are only able to tell you that a result once it has been reviewed by a 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.

## Seasonal flu vaccinations

We hold flu clinics every October to January and patients who are eligible may book into these appointments. If you receive an invite and DO NOT wish to take up the offer of a vaccination, please notify us.

## 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 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. All the information about patients which the practice holds is confidential. People within the practice have access to this information only if they need to in order to give you health care. We only allow information out of the practice with your permission or to other NHS professionals who need the information to give you health care. We hold medical information about you on computer under the terms laid down by the Data Protection Act 1998, under which we are registered. Under the terms of this Act, you are entitled to have access to these records. If you wish to do so, please ask at reception for a leaflet explaining the procedure for this. Please note that there may be a small charge for this service

## Non NHS Services

An NHS certificate may be supplied by your GP for absences from work 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, 'To whom it may concern letters', life assurance or driving; private prescriptions; meningitis and yellow fever vaccinations.

## Our Responsibilities To You

We are committed to giving you the best possible service. This is best achieved by working together. Following discussion you will receive the most appropriate care given by suitably qualified people. There is an appointment system at the practice. You will be given a time at which the doctor or nurse hopes to see you and will try to ensure that you are seen on time. Some consultations take longer than others and we have no way of knowing this in advance. If there is a patient with an emergency or a serious problem we will give them priority.

You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. No care or treatment will be given without your informed consent. We will provide you with information about how to make suggestions or complaints about the care we provide and welcome your comments.

We will arrange for a member of the Primary Health Care Team to visit those patients who are too ill or infirm to be brought to the surgery.

The practice will offer patients advice and information on:

- Steps they can take to promote good health and avoid illness
- Immunisations
- Disease management clinics which include asthma, diabetes and COPD

## Patient's Responsibilities To Us

Please remember to let us know if you change your name, address or telephone number. Please keep appointments and use the emergency appointments appropriately. Tell us as soon as possible if you are unable to keep your appointment so that we can offer it to someone else.

Please keep all phone calls brief and avoid calling during peak morning time for non-urgent matters.

As an employer we have a legal requirement to provide a safe and secure working environment for our staff or those who provide NHS services. We also have a firm belief that our staff should be able to work without fear of abuse or aggression.

Likewise patients have a responsibility to use NHS services in a fair and appropriate way that does not cause harassment, alarm or distress to staff that are providing services. Just like our patients, our staff also have a rightful expectation to be treated with dignity and respect. If this trust breaks down, it may be necessary to meet with those involved to resolve the matter but in some cases it may result in deregistration from the Practice.

## 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 Surrey Primary Care Trust, Pascal Place, Randalls Way, Leatherhead, KT22 7TW.

## NOTES

If this is still not satisfactory, you may wish to contact the Parliamentary and Health Services Ombudsman, Millbank Tower, Millbank, London SW1P 4QP Tel: 0345 015 403

### 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.

**Website** [www.fairlands.co.uk](http://www.fairlands.co.uk)

Our website is kept up to date with current information, including a link to our latest Practice Newsletter and Patient Group. In the event of the surgery being affected by adverse weather conditions, the website will be kept updated with the latest information.