

USING THE PRACTICE

Home Visits

Are made only when the patient is too unwell to travel to the surgery. All requests for home visits are assessed by the doctors and the decision to visit is at their discretion. We ask you to come to the surgery, both because home visits are time consuming and we have better facilities for examining and treating you in the surgery.

Repeat prescriptions

If your medication has been **authorised** for a repeat then you may ask for this from our admin staff without seeing a clinician. Use the right hand side of the prescription to **tick what you need** and leave this with reception. The process takes up to **2 working days**. You can also e-mail your request, but we cannot accept requests by phone.

Non-authorised medicines have to be reviewed and you may be asked to make an appointment before it can be issued. Changes made by hospitals may take longer to process. You will be asked to attend your doctor for a medication review at intervals. Some of the local chemists collect prescriptions from the health centre. This **adds 1 day** to the turnaround time.

Test Results

Following tests you may be contacted by letter or telephone if further action is needed. Please only phone for results if the doctor specifically asks you to do so. Results are sent by electronic link from the pathology laboratory, and all results are seen by your doctor.

Disabled access

The practice is on the ground floor (Level 2) of Aldershot Centre for Health which has access for wheelchairs via the front entrance and lifts to other floors. Free parking bays are available for Blue Badge holders in the decked car park opposite the main entrance.

IF YOU NEED A DOCTOR OUT OF HOURS

URGENT MEDICAL CARE is provided by Frimley Primary Care Service when the surgery is closed. This service is staffed by local GPs and nurses.

 **0118 936 5649**

www.frimleypcs.org.uk

A call handler will ask for brief details and then a doctor or nurse will phone you back and discuss your problem. You may be given advice or, if you need to be seen, invited to attend our Primary Care Centre based at Frimley Park Hospital. If there is a medical reason why you cannot attend the centre, you may be visited at home.

HOSPITALS

There are two main hospitals in this area with a Casualty Department.


Frimley Park Hospital

Portsmouth Road, Frimley, CAMBERLEY, GU16 7UJ

 01276 604604

Royal Surrey County Hospital,


Egerton Road, GUILDFORD, GU2 7XX

 01483 571122

PRIMARY CARE TRUST

Hampshire PCT

Aldershot Centre for Health
Hospital Hill, Aldershot, GU11 1AY

 01252 335000



Dr PEARSON & PARTNERS

Aldershot Centre for Health, Hospital Hill,
Aldershot, GU11 1AY

 **01252 335445**

Fax: 01252 335446

e-mail: victoriapractice@nhs.net

www.victoriapractice.co.uk

DOCTORS

Dr Christopher PEARSON

MBBS (GMC 1496765)

Dr Gita NAIR

MBBS MRCPG DFFP DPD (GMC 4283865)

Dr Olivia FABER

MBBS MRCPG DFFP DPD (GMC 4576918)

Dr Elizabeth WALKER

MBChB MRCPG DCH DRCOG (GMC 3116078)

Dr Murdo D MACLEOD

MBChB MRCPG (GMC 1320138)

MANAGEMENT

David GILES, Practice Manager

BSc, CDipAF

Dr Katie LAW, Clinical Manager

BM MRCPG (GMC 2916198)

OUT OF HOURS

from 6.30pm to 8.00am and at weekends please call:

 **0118 936 5649**

NHS Direct - 0845 4647

www.nhsdirect.nhs.uk

USING THE PRACTICE

Registering

We have tried to make things as simple as possible

- Complete a **Registration Form**
- Complete a **New Patient Questionnaire**
- Book appointment for a **New Patient Check**

The forms are available from our reception. We will also need to see some proof of identity & address. (eg. Passport/Driving License)

Surgery Appointments

One of our key aims is to make sure our patients have easy access to a suitably qualified clinician. You can book appointments up to 2 weeks in advance. Our **reception is open from 8.30am to 6.30pm** although individual surgery hours vary. We also hold an **evening surgery** from 6.30pm to 8.30pm at least once a week, **early morning** appointments from 7.30am every Wednesday and a **Saturday morning** surgery every month.

If you are acutely unwell and, unable to attend work, we can see you on the same day, although it may not be with your preferred doctor. We **do not provide an emergency service** and you should call 999 for medical emergencies.

We are a **training practice** and may have doctors in training or medical students attached to the practice. If you do not wish to see them please tell us on arrival

If you have any problem making an appointment to suit you please tell us so we can look at ways to change our system.

Telephone Appointments

These save you a trip to the surgery and are ideal for medication queries, test results and general advice. **Please make sure we have your correct telephone number, especially if you are not at home.** We cannot make calls outside of the UK.

ADDITIONAL SERVICES

- **District Nurses** - 01252 335670
Are responsible for community nursing.
- **Health Visitors** - 01252 335642
Are available for advice on children's health.
- **Midwives**
Provide full antenatal and postnatal care. When you first discover you are pregnant please contact the midwife through reception.
- **Community Psychiatric Nurses**
Have training and experience in mental health problems. If you require the specialist help of a CPN you will be referred by your doctor.
- **Counselling/Psychology**
These services are available on referral by your doctor.

CLINICS

Diabetic: Tuesday/Wednesday

Respiratory: Tuesday/Friday

Baby clinic: Thursday 1.30pm

Antenatal (Frimley): Frimley Park Hospital: Monday

Antenatal (Guildford): RSCH: Wednesday

Cryocautery: Thursday or Friday

Cervical Smear: by appointment with practice nurses.

CVD: Tuesday

Travel: Ask at reception for a form to complete before making a nurse appointment

Minor Surgical Procedures

Please see Dr Pearson or Dr Faber

HOSPITAL APPOINTMENTS

Transport is **only** available for patients who require ambulance transport because of their medical condition. If you do not qualify, **Aldershot Neighbourcare** on 01252 344244 may be able to assist for a small charge.

NURSING STAFF

Practice Nurses are available daily by appointment for blood tests, immunisations, dressings, BP checks and advice. Longer appointments exist for cervical smears, ECG, asthma, diabetes and travel advice. We have two Nurse Practitioners who are qualified to prescribe and deal with minor illnesses and chronic conditions.

Janet AMERO RGN, Nurse Practitioner

Roma PARTINGTON RGN, Nurse Practitioner

Joan HEWITT RGN

Janet HALL RGN

Gillian MANSBRIDGE RGN

Lynn SOPP HCA

ADMINISTRATION STAFF

Isabella PEARCE Finance

Leonie HILBORN Assistant PM

Hilda ILIFFE Registrations

Lisa WRIGHT Prescriptions

Valerie TONKS Administrator

Pamela GOLDING Secretary

Valerie URIE Reception

Sue ANDERSON Reception

Judy RUSSELL Reception

Emily HOLLOWAY Reception

Julia JOHNSTON Reception

WE HAVE A ZERO TOLERANCE POLICY

This means we do not accept bad language, shouting, verbal or physical threats or socially unacceptable behaviour in our surgery. We will call the police if necessary and remove patients from our list.

If you have any issues regarding our practice, your care, the doctors or staff in the practice, **please ask to speak with the practice manager** or, if you prefer, put it in writing. A complaint form is available at reception.