

You can also rate the practice using the **Friends and Family Test**. This is also on line or in the waiting area.

OUR COMMITMENT TO YOU

We aim to provide care in a safe setting by competent and committed staff. You can expect considerate respectful and compassionate care regardless of your age, race, gender, religion, sexual orientation or any physical or mental disability. You will be given information about your diagnosis, treatment, any expected results and the planned course of treatment including an explanation of any procedures and information about any medication you are prescribed.

COMPLAINTS

If you are unhappy with any aspect of your treatment at the practice, we encourage patients to let us know. Sometimes it may be just an apology that you need for something that has gone wrong, or the reassurance that a problem will not happen again to another patient. Sometimes the matter is more serious and you want us to investigate it thoroughly. Whatever the issue, don't suffer in silence, please speak to a member of staff and tell them about it or ask for our complaints leaflet. We aim to resolve all complaints at a local level if at all possible.

WHAT WE CAN EXPECT FROM YOU

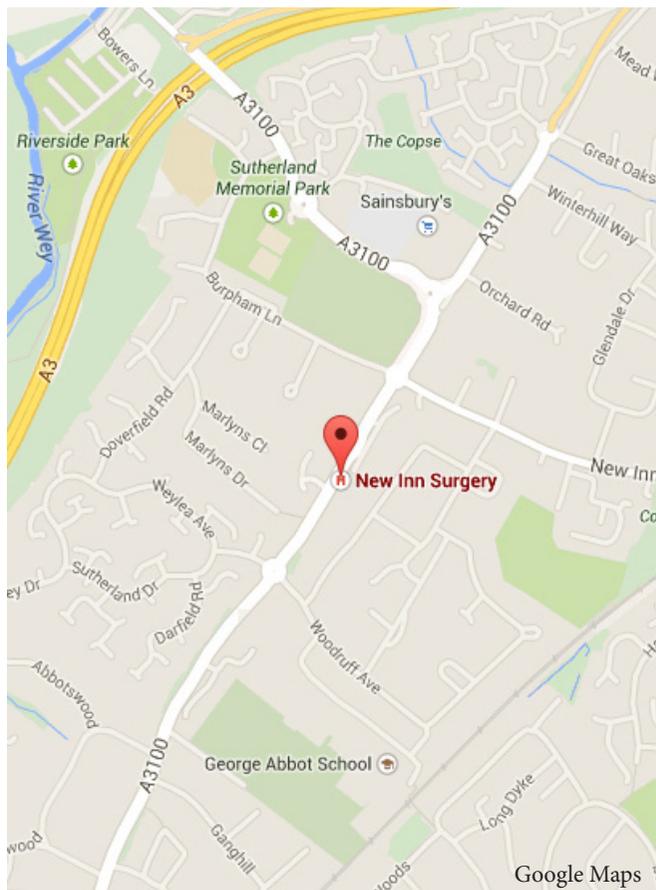
- **Please be patient with us** and treat our staff with the respect they deserve.
- **Please provide us with accurate personal information**, your name, date of birth, address and telephone numbers and your email address. Do tell us if there has been a change of address or contact numbers.
- **Please be on time for appointments** and notify as soon as possible if you are unable to attend.
- **Please note that if you arrive more than 10 minutes late** for an appointment, you may be asked to re-book.

SUPPORTING THE NHS

We support the NHS and believe in its ethos. However we also believe in patient choice and private specialist referrals can be arranged by your doctor if necessary. If you are an NHS patient we try to obtain the best care for you within the NHS and look to you for support and cooperation with any treatment plan you are given.

OUR PRACTICE AREA

If you have not attended the practice in the last three years and you live within the practice boundary it is suggested you call us for a check up. If you are over 75 you may be offered an annual health check. Our practice area is bordered to the North by the A3 & Clay Lane, to the East by Mer-



row Lane, Merrow Common Road, Park Lane & Trodds Lane, to the South by the North edge of Merrow Downs, the junction of Tangier Rd/The Ridgway, & Cross Lanes and to the West by London Road, A3, Westfield Road & Woking Road. Please tell us of any changes in your address or telephone number. If you live out of this area but have links (ie work) within the area and want to register please come and speak to us.

NEW INN PATIENT PARTICIPATION GROUP

We are proud of our patient group, which is an autonomous, friendly group of patients who meet every few months to talk about the practice, what could be improved, and to discuss ways of helping other patients. All patients are welcome. To join, please email us at gwccg.newinnsurgeryadmin@nhs.net. Patients may either come along to our face to face meetings, or help us by joining the 'virtual' group. Those in the 'virtual' group comprise patients who have agreed to give written email feedback on a particular topic or to complete an occasional survey for us.

new inn surgery

tel: 01483 301091 | fax: 01483 453232

**200-202, London Road
Burpham, Guildford, Surrey GU4 7JS**

Welcome to New Inn Surgery. This leaflet has been produced to provide you with some important information about the practice.

It will be updated on a regular basis.

For more detailed information, please visit our practice website:

www.newinnsurgery.co.uk

For Out of Hours Emergencies:

**Call 111 for urgent advice when the surgery is closed
or 999 in an Serious or Life-Threatening Emergency**

Dr Stephen Carr-Bains

(Male) 1979 Cambs, St Thomas', London & University of Surrey
MA MSc MB BChir DRCOG

Dr Angela Barnes

(Female) 1980 Kings College, London
MB BS DRCOG

Practice Nurses

Camelia Cherry, Sara Morgan

Practice Manager

Adrian Keast

Business Manager

Jane Duke

Reception/Admin Team

Rosey, Carolyn, Elaine, Catherine

Opening Hours (Phone & Doors)

Monday	08:30 – 19:15
Tuesday	08:30 – 18:30
Wednesday	08:30 – 19:30 (early closing)
Thursday	08:30 – 13:30
Friday	08:30 – 18:30

The practice is closed at weekends and on public holidays.

The surgery has wheelchair access.

Please tell us if you need staff to assist you with any mobility problems.

WELCOME

New Inn Surgery offers both NHS and private health services combining both traditional family medicine and modern progressive health care.

HOW TO REGISTER WITH US

To register as a patient, please access the registration forms online at www.newinnsurgery.co.uk, and bring these into the practice or visit us during opening hours to complete a health questionnaire and provide ID and proof of address. You may be offered a new patient health check.

APPOINTMENTS

Phone 01483 301091, call in person or book online by clicking the link on the website 'appointments' tab.

GP appointments are 10 minutes long.

Choosing your doctor. Every patient may choose their "named GP" and we prefer you to stay with your usual doctor and to see the same doctor for the same medical problem whenever possible.

Sometimes, though, you may need to be sooner than your doctor's availability allows. In this case, you should try to be flexible and take an appointment with another doctor.

Evening appointments are offered with the nurse on Mondays and Wednesdays.

Telephone appointments are also available to discuss any problems that do not need a physical examination. If the doctor needs to see you, you will be given an appointment.

OUTSIDE NORMAL OFFICE HOURS

For medical problems that will not wait until the next working day, **call 111**. For an emergency **call 999**.

URGENT PROBLEMS

Please phone us between 08:50 to 11:00am with any urgent medical problem. You may be asked to come in or offered a phone call by the doctor.

CANCELLING APPOINTMENTS

It is imperative that patients who are not able to attend for their appointment let us know in good time so that their slot can be offered to another person. Please phone us, or, if you are cancelling more than 24 hours ahead, you can do this via email to gwccg.newinnsurgeryadmin@nhs.net.

HOME VISITS

If you are housebound or too ill to get to the practice, you can ask to be seen at home. Where possible please ring before 10am. The decision to provide a home visit will be made on clinical grounds. Non-urgent visits can be arranged with your doctor with a few days' notice. Urgent

visits will be done as quickly as possible, but your own doctor may not be available.

REPEAT PRESCRIPTIONS

Requests for repeat prescriptions **MUST** be made in writing. For safety reasons we do not take requests for repeat prescriptions over the telephone. You can either:

- Order the drugs you require on the re-order part of your previous prescription and hand it in at reception
 - Ask your local pharmacy to order your prescriptions for you, to save you time
 - Post your request with a return stamped/addressed envelope
 - Fax your request to 01483 453232
 - Order your repeat prescription on www.newinnsurgery.co.uk
- Please allow 48 working hours for us excluding weekends and bank holidays. Please allow longer if you are waiting for a prescription to be posted to you. Your pharmacist may also offer a collection service from this surgery to save you taking the prescription there to be dispensed.

TEST RESULTS

If your doctor or nurse carries out a test e.g. blood test or smear test, please contact us by telephone on **01483 301091 for the results after 10:30am**. Allow 4-5 working days for routine blood and urine test results; 1 week for swabs; 2-3 weeks for x-rays and 6-8 weeks for smear tests.

SICKNESS CERTIFICATES

You do not require a doctor's certificate for any illness lasting 7 days or less. Your employer may ask you to complete a self certification note for illness lasting less than this time. A statement of fitness for work is usually required for periods longer than 7 days.

NURSING SERVICES

Our practice nurses give advice on **minor ailments, family planning, health promotion including smoking cessation and minor injuries**. They perform **cervical smears, wound care, baby imms and monitor illnesses, such as diabetes, blood pressure, COPD, heart disease and asthma**. We offer regular adult health checks. They also give advice on **travel vaccinations** and malaria prophylaxis. Please request appointments at least four weeks before you intend to travel. A charge is made for certain travel related services/vaccines.

They take **blood tests** when requested by your GP.

OTHER HEALTH STAFF

HEALTH VISITORS

Health Visitors are specially trained nurses in child, family and public health. Families with children under 5 can contact health

visitors for support and advice, by telephone or email. They are able to visit families at home by appointment.

They can be contacted through the Jarvis Centre, 60 Stoughton Road, Guildford, Surrey, GU1 1LJ. Telephone: 0300 303 9513

DISTRICT NURSES

District nurses provide nursing care for people who are housebound. They can also give advice and help if you are looking after a friend or relative including the loan of nursing equipment. Only a GP can refer for this service. A reduced service is available at evenings and weekends.

MIDWIFE

Our midwife, Ruth Breen, sees expectant mothers at the surgery and also provides maternity care at home around delivery.

BABY CLINIC:

Tuesday: 11:00—12:15 at Boxgrove Children's Centre, Boxgrove Primary School, Boxgrove Lane, Merrow, Guildford, GU1 2TD. Telephone: 01483 540818 & Email: bcc@boxgrove.surrey.sch.uk. Boxgrove Children's Centre has links with Health and Speech & Language and Health Visitors to enable a continuity of care for new mums in the local area.

ZERO TOLERANCE

Practice staff deserve to work in an atmosphere free from abuse or danger. Patients who abuse our staff either verbally or physically will be reported to the doctors. Partners will consider each case on its merits but may take further action which may ultimately lead to a patient being removed from the list.

CONFIDENTIALITY

All practice staff undergo training to preserve the confidentiality of your data. Your medical records are only shared with clinical or administrative staff directly involved in your care. If you object to information being shared then tell the person you are seeing. Information about you will not be given to anyone else without your consent except in rare circumstances, e.g. child protection concerns. You have the right to obtain copies of your own records by making a written request to the practice manager. There is an administrative charge made for this service.

PRACTICE FEES

Medical insurance reports, private medicals, private health claim forms, some travel vaccinations etc., are not covered by the NHS and therefore a fee may be due. For a current list of fees please check on the notice board at reception or on our website.

SUGGESTIONS AND COMMENTS

We welcome all comments and suggestions and are constantly seeking to improve and develop our services. You let us know by contacting the practice manager, posting on our website or using the box held reception.