

**Hillview Medical Centre
3 Heathside Road
Woking
GU22 7QP
Tel. 01483 766333**

**Goldsworth Park
Health Centre
Denton Way
Woking
GU21 3LQ**

www.hillviewmedicalcentre.co.uk

General information—opening hours



Hillview Medical Centre (HV)
Monday and Friday 8.00am- 6.30pm
Tuesday and Thursday 7:30am-6:30pm
Wednesday 8:00am-8:00pm
Saturday morning 9:00am—10:45am



**Goldsworth Park
Health Centre (GP)**
Monday to Friday- 8:00am-3:00pm



Hillview and Goldsworth Park

Please note that:

- you may book appointments at either of our surgeries— you do not only have to go to the surgery where you registered
- clinicians availability can change due to holidays or sickness
- we have a duty doctor based at our Hillview surgery who is responsible for urgent on the day support
- our telephone lines and prescriptions are not available outside our core hours of 8.00am to 6.30pm
- we are closed from 10.45am on Saturdays, all day Sundays and on bank holidays

What to do when the surgery is closed

When our surgery is closed— your out of hours emergency service is provided by Care UK (www.careuk.com).

To contact them please call Care UK on 111. If you call us (01483 760707) you will be given the option to transfer to Care UK.

Clinicians available	Monday		Tuesday		Wednesday			Thursday		Friday		Saturday
	am	pm	am	pm	am	pm	6.30pm - 8pm	am	pm	am	pm	9am-10.45am
Dr Evans (m)	HV	HV	GP	HV	HV	HV				HV	HV	
Dr Shiel (f)	HV		HV	HV	HV	HV		GP				
Dr Knights (m)	GP	HV	HV	HV				HV	HV	HV	HV	
Dr Bulmer (f)			HV	HV	GP	HV				HV	HV	
GP (m/f) - rota basis							HV					HV
Advanced nurse practitioners	HV	HV	HV	HV	HV	HV	HV	HV	HV	HV	HV	
Practice nurses	HV/GP	HV	HV/GP	HV	HV/GP	HV	HV	HV/GP	HV	HV/GP	HV	
HCA's	HV/GP	HV	HV/GP	HV	HV	HV		HV/GP	HV	HV/GP	HV	

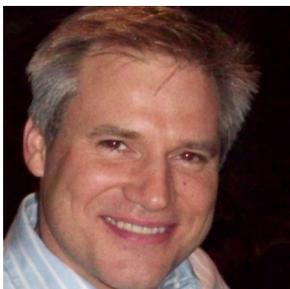
Our general practitioners



Dr Richard Evans BA MBBChir MSc
Registered in St Thomas's London 1981.
Special interests are minor surgery,
hormone replacement therapy, cardiology
and infectious diseases.



**Dr Deborah Shiel MBBCh MRCGP DRCOG
DMH**
Registered in University College Galway
1986. Special interests are maternity,
gynaecology, paediatrics (children),
diabetes and general practitioner
training.



Dr Henry Knights MBBS DRCOG
Registered in Charing Cross London 1988s.
Special interests are antenatal care,
asthma, minor surgery and drug trials.

Our general practitioners (continued)



Dr Kate Bulmer MBCLB MRCGP DFRH
Registered in University Birmingham 2006.
Special interests are obstetrics and gynaecology, women's health, family planning and paediatrics (children's health).

Other clinicians

Advanced nurse practitioners -

- Mrs Freda Smithers
- Mrs Deborah Hepburn
- Mrs Carol Murphy

Practice nurses -

- Mrs Nikki Raif
- Ms Sophie Card

Health care assistants -

- Mrs Hayley Donkin
- Mrs Lisa Owen

Our other team members

Practice manager (Ms Audrey Lynas)

Our practice manager ensures that our service is focused around our patients and that we meet our objectives.

Office manager (Mrs Elayne O'Loughlin)

Organises and supervises all of the administrative activities that help our services to run smoothly.

Accounts administrator (Mrs Carol Ovenden)

Looks after all of our financial transactions and issues.

Reception and administration team

Our receptionist administrators are here to help you make appointments and find the right service. They also help to keep your medical records up to date. They understand the issues and problems that our patients face (they are patients and have health issues too!) and are trained to support people who may be experiencing difficulties. But we expect all of our patients to treat them with respect at all times.

**Jo * Diane * Sabrina * Liz * Emma * Eva * Amanda *
Chelsea * Sharmini * Faysal * Nancy * Lauren *
Lucy * Hannah * Hayley * Maureen * Annette**

Medical secretaries

Help our clinicians to write and send referrals to other health providers and liaise with them on your behalf.

**Eva * Nancy * Liz * Lucy *
Hannah * Lauren * Chelsea**

How do I register?

UK residents need to complete form GMS1 and bring the completed form to our main surgery between 10am and 5pm. If you'd like to come outside these times—please call us first so that we can make sure we have enough staff available to help you. You also need to bring two proofs of your identity - including:

- photo identity (eg passport, driving licence), and
- proof of your address (e.g. a recent utility bill such as gas, electricity - but not mobile phone).

The form is available to download from our website or from our receptionists. Alternatively you can call us on 01483 760707/766333 or email us at hillview.surgery@nhs.net and we will send you a form to complete.

For UK residents visiting the area for more than 24 hours but less than 3 months, you can register with us as a temporary resident. In this situation, please complete form GMS3 (available on the NHS Choices website or by contacting us). Please note that we may not be able to accept temporary residents - dependant on demand and staff availability.

For people visiting the country, we can provide NHS primary care support for emergencies only. Other primary care services can be provided but a charge will apply.

For further information on who can register with our practice and how to register please:

- visit our website on ww.hillviewmedicalcentre.co.uk
- email us at hillview.surgery@nhs.net
- call us on 01483 760707
- come into the surgery

Named accountable GP

From 01 April 2015 - the NHS has asked us to make sure that all of our patients have a 'named accountable GP'

What does a 'named accountable GP' mean?

Your 'named GP' will ensure that we work with other health & care providers to deliver a health and care package - including providing health checks - that meets your needs

What your 'named accountable GP' can't do

Your 'named GP' can't be:

- Available all of the time (they have families too!) - so other GPs / clinicians will also support you
- Legally responsible for the support that you receive from other health & care professionals

What do you need to do?

For new patients – we will let you know who your named GP is when you bring your registration forms into the surgery.

For current patients –

- you can continue to consult with any GP or other clinician.
- If you'd like to know who your 'named GP' is - please ask at reception
- If you would like to have a different 'named GP' - just let us know and we will try to meet your preference (this may not always be possible - but if it isn't - we will explain why)

How to make an appointment

You can make appointments:

- by calling us on 01483 760707
- via our website at www.hillviewmedicalcentre.co.uk (you need to register first to book on-line - please contact us for details)

You can also book, check and cancel your own appointments at any time through our automated telephone system which works via touch-tone telephone. Please note that all calls are recorded and may be used for monitoring and training purposes.

We have different types of appointments available:

- same day
- up to 6 weeks in advance
- telephone appointments with a doctor or nurse (bookable up to 6 weeks in advance)

For same day appointments - we may not be able to offer you a specific appointment time and if we do - it may be subject to change. We will also not be able to let you know which clinician you will see. The clinician may be a doctor or nurse practitioner.

Please notify the receptionist if you believe you or somebody you bring to the surgery may be 'infectious'. This is so

Home visits

We understand that sometimes people can't make it to the surgery. But please remember **that for every patient we see at home; 3- 4 can be seen in surgery!**

Please make sure that you:

- request a home visit by 10.00am where possible
- try to make alternative arrangements to visit the surgery rather than asking for a home visit
- bring children to the surgery

Test results

If you would like to know the results of your tests - you can call the surgery after 3pm each day and our team will help you. If the results indicate that a clinician needs to speak with you - our receptionists will not be able to give your test results to you. Instead - you will be advised that you need either a telephone or face to face appointment with a clinician. We will not routinely contact you if the test results are normal.

Advice and information by telephone

Receptionist have instructions not to interrupt the doctors whilst consulting except for a medical emergency (the receptionist will need the emergency details) in which case the duty doctor will be interrupted.

Fit notes (formerly known as sickness certificates)

If you are ill for 7 days or less - you do not need a fit note. Your employer may require you to complete a self-certificate. These are available from both your employer and from us.

If you are ill for more than 7 days - you will need a Med 3 certificate. To get this (and for renewals too) you need to see a doctor at the surgery. Please also note - fit notes cannot be backdated.

Suggestions and complaints

We welcome all suggestions about the services we provide. We know we will not get everything right all of the time, but we aim to do so. We want to learn from our mistakes and improve.

We try to deal with problems at the time they arise. However if you feel your issue cannot be resolved in this way and you wish to make a complaint, please let us know as soon as possible.

To obtain a copy of our complaint leaflet, please contact us by telephone or email, or ask at reception.

Prescriptions

We have a trained prescription administrator available at our main surgery to answer any queries about your medication request. They are available:

Monday 8am-4:30pm

Tuesday 9:30am-4pm

Wednesday 9:30am-6pm

Thursday 8:00am-3pm

Friday 8:00am-3pm

Repeat prescriptions (a more detailed leaflet is available)

If you are offered repeat prescriptions for a long term medication, we have a computerised system which incorporates a tear off request form. Once issued one of these, please tick the items you require on the request section of the prescription and return it to the surgery. You can also send it:

- by post (if you require the prescription to be sent back to you please provide us with a stamped addressed envelope)
- via your pharmacy
- on-line via our website (you need to register for this service—please contact us for details)

A few useful things to note:

- you need to allow at least 48 hours / 2 working days to fulfil your request (it may take longer if returning via post)
- we cannot take prescription requests over the phone
- urgent requests will be dealt with after the end of surgery
- the quantity of drugs that you are allowed may be reduced if your medication review is overdue - so please make you arrange to have your medication reviews

Prescription charges

People in the following categories are automatically exempt from prescription charges: children under 16, under 19 in full time

education, people over 60 years of age, pregnant women, women who have had a baby in the last 12 months, people receiving DHSS benefits and people with certain specific medical conditions.

A leaflet (HC11) is available from post offices, pharmacies and us which provides more information on who is entitled to free prescriptions. You can also get a copy of the leaflet by writing to: Department of Health, PO BOX 777, London SE1 6XH. The information is also available on: www.doh.gov.uk/nhscharges/hc11.htm

Clinic information

The surgeries offer a full range of health and disease management clinics and there are facilities for carrying out minor surgery.

NHS health checks: These are available for people aged 40 to 74 years at our branch surgery with our healthcare assistants.

Travel immunisation: These are given by the nurse after consultation. You will need to complete a travel vaccination form which you can download from our website www.hillviewmedicalcentre.co.uk or from reception.

Minor surgery: This is carried out in our well equipped treatment room at Hillview Medical Centre by special appointment with the doctor.

More clinic details are on the next page

Clinic information (continued)

Emergency contraception: Please speak to the receptionist who will make an appointment with one of the doctors, a nurse practitioner or direct you to a pharmacist.

Family planning: Advice on all forms of contraception , including fitting caps and coils, is carried out at Hillview Medical Centre with Dr Bulmer. General advice and pill prescriptions are available in normal surgery and from our practice nurses.

Antenatal and postnatal examinations: These are carried out at the surgery at various times of the day to allow you to choose the most convenient time. The doctors and midwife both run the clinics.

Stop smoking: A stop smoking service is available locally. Please ask at reception.

Well woman: We operate a recall system for smears in conjunction with the primary care support service (PCSS). This simple test is carried out in the surgery by a specially trained nurse.

Chronic disease health checks (heart disease, respiratory and asthma, diabetes): We offer regular health checks for patients who have chronic diseases. These follow locally and nationally agreed guidelines and are managed by our specialist practice nurses and healthcare assistants.

Other primary care teams

Some health services are provided by other teams who do not work for our surgery. We work with them to ensure you are supported as you need:

Community nurses

Community Nurses provide home nursing and work closely with us and with other health care providers. They can be contacted by telephoning us.

Health visitors: Our health visitors are based at Goldsworth Park Health Centre, where they hold regular baby clinics and offer general advice. They can be contacted on 01483 728201 ext 309.

Community midwife: Our midwife undertakes antenatal and postnatal care for our patients, working closely with the doctors. Weekly clinics are held at our Hillview and Goldsworth Park surgeries.

What to do when the surgery is closed

When our surgery is closed— your out of hours emergency service is provided by Care UK (www.careuk.com).

If you have an urgent problem when the surgery is closed please call them on 111. If you call us (01483 760707) you will be given the option to transfer to Care UK.

Patient participation group

Would you like to help us to improve our services by joining our virtual patient participation group?

If you are happy for us to occasionally contact you by email about what you think of our services - please let us know.

What we aim to do

Our aim is to provide high quality and personalised care to all of our patients.

GP teaching and training at Hillview

We have been an approved practice since 1990 and Dr D Shiel has been an approved GP trainer since 1999.

Dr K Bulmer is currently in the process of becoming a GP trainer.

We usually have fully qualified doctors, at different stages of their training, who are gaining experience in general practice at Hillview. Please consult them with confidence, they already have extensive hospital experience. They will be supervised at all times by Dr Shiel and / or Dr Bulmer during their time at our surgery.

Charity

Our surgery has a charity associated with it which was set up by Dr Newman and three of our patients, when our current building was being constructed. Lots of patients asked if they could make a donation to help. The Hillview Surgery Charitable Trust (charity number 1056914) was set up as a result.

All donations that the charity receives help us to buy medical equipment and services that the NHS cannot provide.

The charity has 3 trustees; Mrs Dhaushini Wilkinson, Mr Andrew Freeman and Dr Peter Smith. The trustees act independently to ensure funds are used appropriately for the benefit of all our patients.

If you are interested in becoming a trustee - please just let us know.

Some useful contact details

For the NHS helpline and for advice and guidance when we are closed	111
Hospitals	
Royal Surrey County Hospital	01483 571122
St Peter's Hospital	01932 872000
St Peters Early Pregnancy Unit	01932 723553
Woking Community Hospital	01483 715911
Woking Hospice	01483 881750
Woking Walk-in Centre	01483 846209
Miscellaneous	
i-access (drug and alcohol services)	01483 450256
Surrey Drug Help Line	0808 802 5000
Alcoholics Anonymous	0845 769 7555
Age UK	01483 503414
Childline	0800 11 11
Cruse (bereavement support)	01483 418781
Emergency dentist	111
Gamblers Anonymous	www.gamblersanonymous.org.uk
Primary Care Support Services	0208 335 1400
Relate (the relationship people)	01483 721173
Registrar of Births and Deaths	0300 200 1002
Samaritans	01483 505555
Social services	0300 200 1005
Smoking Cessation Clinic	0845 602 3608
The Jarvis Breast Screening Service	01483 783200
Youth Counselling Service	0345 600 2516

This leaflet is available in other formats—please ask us for more details