



# Hillview Medical Centre

## Hillview Medical Centre

3 Heathside Road  
Woking  
Surrey  
GU22 7QP

Telephone 01483 766333 Fax 01483 757067

[www.hillviewmedicalcentre.com](http://www.hillviewmedicalcentre.com)

## BRANCH SURGERY

## Goldsworth Park Health Centre

Denton Way  
Woking  
GU21 3LQ

Telephone 01483 768858

## Opening Hours

### Hillview Medical Centre:

Monday and Friday	8.00am - 6.30pm
Tuesday and Thursday	7.30am - 6.30pm
Wednesday	8.00am - 8.00pm
Saturday	9.00am - 10.45am

### Goldsworth Park Health Centre

Monday to Friday (Branch Surgery)	8.00am - 3.00pm
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### Please note:

- You may book appointments at either of our surgeries
- Clinicians available may change due to holidays or absence
- The duty doctor is based at Hillview Medical Centre and is responsible for urgent on the day support
- Telephone lines are not available outside of our core hours (8.00am - 6.30pm)
- We are closed from 10.45 am on Saturday, all day Sunday and on bank holidays.

### When we are closed:

Call 111 (free from all telephone lines)

If you call us you will be given the option to transfer to NHS 111

## Partners



**Dr Deborah Shiel MBBCh BAO MRCGP DRCOG DMH**

Registered at University College Galway 1986  
Special interests are maternity, gynaecology, paediatrics (children), diabetes, general practitioner and student training.



**Dr Henry Knights MBBS DRCOG**

Registered at Charing Cross, London 1988.  
Special interests are dermatology, asthma, joint injections, minor surgery, urology and male health.



**Dr Kate Bulmer MBCLB MRCGP DFSRH**

Registered at University of Birmingham 2006.  
Special interests are women's health, family planning and paediatrics (children) and general practitioner training.



**Conor Molony MBBCh BAO MICGP FRACGP**

Registered at Trinity College, Dublin 1997.  
Special interests include men's health and musculoskeletal medicine and general practitioner training.



**Dr Natasha Shah MBChB DRCOG MRCGP DFSRH**

Registered at University of Leeds 2010.  
Special interests include musculoskeletal medicine, obstetrics & gynaecology and family planning.

## Salaried Doctors:

**Dr Katherine Holgate MBBCh DRCOG DRFSH MRCGP**

Registered at the University of Cardiff 2007.  
Special interests in family planning and is trained to fit contraceptive implants.

**Dr Preeti Varughese MD BSc Chem MRCGP**

Registered at the University of Szeged, Hungary 2006.  
Dr Varughese joined the practice in 2017 following completion of her GP training scheme in Portsmouth, Hampshire.

## Advanced Nurse Practitioner

**Mrs Carol Murphy MSc (Hons) Advanced Clinical Practice** from Southampton University 2012. BSc (Hons) Community Specialist Practitioner and Independent Nurse Prescriber from Anglia University 2003. Registered General Nurse West Suffolk Hospital School of Nursing 1987.

Mrs Murphy has a special interest in diabetes.

## Practice Nurses

**Mrs Nikki Raif** Registered General Nurse at Whittington Hospital, London in 1989. Asthma Diploma, Warwickshire 1994, Certificate in Diabetes Care Warwick University 2016. Advanced Diploma in Contraception and Women's Health Screening in 2007.

**Mrs Sophie Clark** Adult Nursing Diploma, University of Surrey 2010. Certificate in Diabetes Care, Warwick University 2016.

## HealthCare Assistants

**Mrs Hayley Donkin**

**Mrs Lisa Owen**

**Ms Hannah Brooke**

All of our Healthcare Assistants have been trained to competently carry out phlebotomy (blood taking), Warfarin monitoring, administer vaccinations (excluding children), ECGs, spirometry, 24 Hour BP monitoring, wound care, Doppler assessments, ear irrigation and NHS Health checks.

## Administrative Team

**Mrs Jacqueline Stockill (Practice Manager)** BA (Hons) Business 2003, Diploma in Primary Care and Health Management 2015, Diploma in Leadership and Management 2015 (ILM and AMSPAR) Registered General Nurse, St Bartholomew's Hospital School of Nursing 1986.

I have worked as a practice manager in primary care for 7 years and healthcare management general for 22 years.

**Mrs Elayne O'Loughlin (Office Manager)**

Mrs O'Loughlin has been employed at Hillview since 1981. Her wealth of knowledge about the practice enables her to ensure that the practice operates as smoothly as possible. She also organises clinicians, staff, trainee doctor and student rotas.

**Mrs Sarah Lewis (Accounts administrator)**

Looks after all of our financial administration and accounts.

**Mrs Jo Willis (Prescription administrator)**

Looks after our repeat prescription requests and liaises with our clinicians on any prescribing queries at the practice.

## Reception and Administration Team

Our receptionists and 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 and are trained to support people who may be experiencing difficulties. We expect our patients to treat them with respect at all times.

**Sabrina (Supervisor) Jo ▪ Diane ▪ Sue ▪ Emma ▪ Faysal ▪ Beth ▪ Leigh ▪ Hannah ▪ Sam ▪ Angela ▪ Jane.**

## Medical Secretaries

Assist with administration of referrals and reports and liaison on patients behalf.

**Eva ▪ Liz ▪ Nancy**

## Prescriptions

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

They are available:

Monday	8.00 - 4.30pm
Tuesday	9.30 - 4.00pm
Wednesday	9.30 - 6.00pm
Thursday	8.00 - 3.00pm
Friday	8.00 - 3.00pm

## Repeat Prescriptions

Use the tear off sheet from your last prescription or fill in a form at reception. These can be handed in, posted, requested on-line or through your pharmacy **but cannot be taken over the phone.** Please allow 2 working days for repeat prescriptions to be authorised. The quantity of medicines prescribed may be reduced if your medication review is overdue - this is for safety reasons.

## 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 leaf- let 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](http://www.doh.gov.uk/nhscharges/hc11.htm)

## How do I register?

**UK residents** need to complete for GMS1 and the practice questionnaire and bring completed forms to the practice between 10 am and 5pm. (Please call first if you would prefer to come outside of these times). You also need to bring two proofs of identity including:

- Photo identity (e.g. passport or driving licence) and
- Proof of your address (e.g. recent utility bill).

The form is also available on the practice website  
[www.hillviewmedicalcentre.co.uk](http://www.hillviewmedicalcentre.co.uk)

## How to make an appointment:

You can make appointments:

- By calling us on 01483 760707 or 766333
- On-line (link via practice website)
- Automated telephone system - to book, check, cancel and appointment.

Please note all telephone calls are recorded and may be used for monitoring and training purposes.

## Different appointment types:

- Same day (for patients needing to be seen urgently)
- Routine (up to 6 weeks in advance)
- Telephone appointments (doctor or nurse)

## Home Visits:

We understand that occasionally people can't make it into the surgery. Please call before 10am where possible.

## Test Results

Please call the surgery for test results (but please try to avoid busy periods e.g. 8 - 11am and 5 - 6.30pm). If the results indicate that a clinician needs to speak to you - our receptionist is not permitted to give out the result but will advise you as to whether a telephone or face to face appointment is required. We will not routinely contact you if the results are normal.

## Advice and Information by telephone:

Receptionists will take messages for enquiries you may have. If these are clinical then they will speak to an appropriate member of the clinical team. If necessary they may offer you a telephone appointment with the clinician.

### **“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 ask you to complete a self-certificate and these are available online, from your employer or from reception.

If you are ill for more than 7 days you will need a fit note (also known as a Med3 certificate). You will need to see a GP for a new certificate. Please note fit notes cannot be back dated.

### **Suggestions Compliments 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 do aim to do so. We want to learn from mistakes and improve.

We do try to deal with issues at the time that they arise but this may not be the case if an appropriate member of staff is not available.

However, should you wish to make a formal complaint please refer to our practice complaints leaflet for more information.

### **General Data Protection Regulations and how we use your information.**

Medical confidentiality is the cornerstone of trust between doctor and patient and we keep your records secure and confidential.

For your direct care either from the practice or within the NHS hospital service we imply your consent to pass on relevant clinical information to other professional staff involved in your direct care.

Only when there is a legal basis for the transfer of data we may pass limited and relevant information to other NHS organisations to improve the efficient management of the NHS or to aid medical research. This practice contributes to national clinical audits and may sometimes send relevant data to the Health and Social Care Information Centre (HSCIC) when the law allows.

In order to comply with its legal obligations this practice may send data to the Health and Social Care Information Centre when directed by the Secretary of State for Health.

If you wish to object to the use of your data for these ‘secondary’ uses please speak to the Practice Manager.

### **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](http://www.hillviewmedicalcentre.co.uk) or from reception.

### **Minor surgery and Joint Injections:**

Minor surgery is carried out in our well-equipped treatment room at Hillview Medical Centre by special appointment with Dr Knights. Joint injections are carried out by Dr Knights, Dr Molony or Dr Shah.

**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, implants and coils) is carried out at Hillview Medical Centre. The family planning service is provided by Sister Raif, Dr Bulmer, Dr Shah and Dr Holgate. General advice and pill prescriptions are available in normal GP surgery and from our practice nurses.

**Cervical Smear Screening:** We operate a recall system for smears in conjunction with Primary Care Support England (PCSE). This simple test is carried out in the surgery by a specially trained nurse.

## Clinic information (continued)

**Antenatal and postnatal clinics:** We have visiting midwives from Ashford and St Peter's Hospital and Royal Surrey County Hospital, who run antenatal clinics at Hillview and Goldsworth Park Health Centre. Please ask at reception for appointment times as the clinics may vary. On a shared care basis GPs carry out certain antenatal checks and the 6 week postnatal check which can be booked through the usual appointment system.

### **Chronic Disease Health checks (heart disease, respiratory and asthma and 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.

## Patient Participation Group

If you would like to help us to improve our services by joining our patient participation group please contact the practice manager.

If you are happy for us to occasionally contact you by email - to ask questions, for surveys or comment please email the practice manager through the practice email account [hillview.surgery@nhs.net](mailto:hillview.surgery@nhs.net)

### **GP teaching and training at Hillview**

We have been an approved training practice since 1990.

Dr Shiel has been an approved GP trainer since 1999 and Dr Molony since 2008. Dr Bulmer became an accredited trainer in 2017 and Dr Knights is an accredited clinical supervisor for F2 doctors.

We usually have fully qualified doctors, at different stages of their training. They are gaining experience in general practice at Hillview. Please consult them with confidence; they already have extensive hospital experience and are fully supervised at all times by the qualified trainers.

We also teach students from the University of Surrey who are studying to achieve their Physician Associate postgraduate diploma. These students will have clinical supervision at all times. For more information:

<https://www.surrey.ac.uk/postgraduate/physician-associate-studies-pgdip-2018>

## Charity

Our surgery has an associated charity called **The Hillview Charitable Trust** (charity number 1056914) which was set up in 1997.

This was set up by a former partner, Dr Newman, Sir Alec and Eric Bedser and Lord Lane of Horsell in response to requests to make donations towards our new building construction at that time.

All donations that the charity receives help us to buy medical equipment and services that are not provided by the NHS.

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.

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
Drug and alcohol services	01483 450256 0808 802 5000
Alcoholics Anonymous	0845 769 7555
Age UK	01483 503414
Child line	0800 11 11
Cruse (bereavement support)	01483 418781
Emergency dentist	111
Gamblers Anonymous	<a href="http://www.gamblersanonymous.org.uk">www.gamblersanonymous.org.uk</a>
Relate (the relationship people)	01483 721173
Registrar of Births and Deaths	0300 200 1002
Samaritans	01483 505555
Social services	0300 200 1005
Smoking Cessation Quit 51	0845 602 3608
Breast Screening Service	01483 783200
Youth Counselling Service	0345 600 2516