PRACTICE INFORMATION

CAMBERLEY HEALTH CENTRE



159 Frimley Road
Camberley
Surrey
GU15 2QA

Telephone: 01276 20101
Website: www.camberleyhealthcentre.nhs.uk

In case of life-threatening emergencies, dial 999

For urgent, non-emergency medical care outside surgery opening time, dial 111.

Welcome
to
Camberley Health Centre

Our mission statement:

Camberley Health Centre is a long-established medical practice that is committed to delivering caring, safe, and high-quality care to all our patients. We aim to offer professional, up to date clinical care with a well-trained and motivated primary health care team, without losing sight of traditional friendly primary care virtues.

We undertake to:

- Treat you with respect and courtesy at all times.
- Provide you with advice and treatment in a timely manner.
- Discuss what treatment is available and refer you on to other experts where necessary.
- Act as your advocate and work in partnership with you, your families and carers to guide your through health and social services.
- Keep up to date with developments in health care by continuing to learn through training.

In return we ask you to:

- Keep your appointment or let us know as soon as possible if you cannot attend.
- Only use the out-of-hours services for urgent conditions which cannot wait until the next day or over the weekend.
- Show respect to our staff. Their aim is to help you.
- Let us know if you have any suggestions or cause for complaint as soon as possible.
- Let us know when we have done well.

The Practice

The practice, long established in Camberley, has been situated at the Camberley Health Centre on the Frimley Road since 1974.

The doctors work as part of a primary care team, alongside specialist practice nurses, district nurses, health visitors, counsellors and community midwives, to give you a full range of medical services. This booklet is designed to tell you how to get the best from the services provided.

The centre offers facilities for wheelchairs and the disabled and there is a large car park available for patients whilst attending the centre.

Practice Boundary

In order to provide a level of service that we require, we have a practice boundary which is shown on page 19 of this booklet. When you move house and this takes you outside of our catchment area you will need to re-register with another practice nearer your new home as soon as possible.

When we are open

Reception is open at the following times:
Monday to Friday - 7.30am to 6.30pm (8pm on late opening evenings)
Telephone lines are open at the following times:
Monday to Friday - 8am - 6.30pm

All incoming and outgoing call are recorded for monitoring and training

Occasionally reception is closed for training normally from 1-2pm but possibly later. Only the emergency line is manned on these occasions.

When we are closed

If you require medical advice during the hours of 6:30pm and 8am weekdays or at the weekend, please telephone 111. All calls to the 111 are recorded.

If you have a life-threatening emergency, please call 999.

How do I request an appointment?

As of Tuesday 19th November 2024, we would ask that all appointments for urgent or routine doctor-based care is requested via Online consultation platform Rapid Health, using the link https://camberley-consult.uk.rapidhealth.co.uk/ or by accessing it via our website: https://camberleyhealthcentre.webgp.com/

When can I access Rapid Health online consultation?

This service will be available from 08:00 – 18:30 Monday to Friday and can be accessed from any computer, laptop or smart device. An online consultation can also be submitted on behalf of someone else e.g. a relative or someone you care for.

What if I cannot use Rapid Health Online Consultation?

For those who are unable to complete an online consultation and are unable to ask a family member or friend to complete on their behalf, you can come into the surgery and complete a paper version or you can speak to our reception team over the telephone, who will be able to take you through the questions and complete it on your behalf. This means that everyone should be able to request care at Camberley Health Centre, via the new triage system.

What happens next?

Once submitted, you will be offered an option to book an appointment or if there no appointments available you will receive an acknowledgement and your Consultation will be reviewed by a triaging doctor who will consider the information provided and advise reception as to the most appropriate care required - e.g. an urgent appointment, clinical advice or a routine assessment. You will be contacted with the outcome and if an appointment is required, reception will call **you** to book this, avoiding the need to wait in a phone queue at the practice. Appointments will still be in high demand however, so please be

as flexible as you can to assist reception with booking you in. For urgent appointments there is very limited flexibility around appointment times.

What information do you need me to provide?

Please help us to help you by completing the online form to the best of your ability and provide as much information as you can so we can make a safe and thorough assessment. We ask that you keep to one issue per eConsult as the questions asked are specific to the initial chosen issue.

What about appointments for other members of the team?

Please note that you can still call reception to book in to see our: phlebotomist, practice nursing team, clinical pharmacist or first contact physiotherapist.

How do I request an appointment for my child (age 0-16)?

For children that require a 'routine' consultation or advice please submit an eConsult as per the process above.

For urgent on-the-day requests we ask that all requests go via the 'healthier together app'. This app will ask you questions regarding your child and offer advice/reassurance or recommend an appointment. If the outcome necessitates an appointment, the app will automatically alert the surgery and we will contact you with an appointment time the same day.

You can download the Healthier Together App using the following link:

Healthier Together | Mobile app (nenc-healthiertogether.nhs.uk)

Alternative options and services:

There are a range of other services that our patients can access directly, which may be more appropriate, and we would encourage you to consider using:

Clinical Pharmacist: we have an experienced team of Clinical Pharmacists who can be booked via reception. They are able to carry out medication reviews, pill checks, hypertension reviews, up-titrate medications, deal with medication related queries etc.

First Contact Physiotherapist (FCP): Our FCP can be booked directly with reception and can help with many musculoskeletal issues including assessment, diagnosis and advice on managing your symptoms or will refer you onwards, if necessary. Before booking to see the FCP please see if the self-help app - GetUBetter - can assist you with your problem:

Minor Injuries Unit: For sprains/strains, suspected broken bones, bites and stings, scalds and burns and minor head injuries, patients can access the walk-in service at Brants Bridge which is open from 8am to 8pm, 7 days per week.

Overview - Bracknell Urgent Care Centre - NHS (www.nhs.uk)

Community Pharmacy Service: as of the 31st January 2024 you can see your local pharmacy for a number of minor ailments – see the list on our website. You can self-refer by attending your pharmacy or, if felt appropriate, your submitted eConsult may be triaged and a referral made to this service. The community pharmacists are trained to assess and treat these conditions and can prescribe as needed. If the pharmacist feels that the issue needs further clinical assessment or an alternative approach, they will inform the practice of this.

Saturdays

Appointments are available across the Surrey Heath area on a Saturday. They will be based at Camberley Health Centre every 7 weeks
(pre-booked appointments only, no general admin or walk in appointments)

SMS reminders

If you have a mobile telephone number logged with the practice, when you make a face to face appointment, you will automatically receive an SMS reminder. If you prefer not to receive these, please let reception know, or e-mail us on frimleyicb.chc-reception@nhs.net

Introducing our Team

The Partners:

Dr Rebecca Fisher
Dr Andrew Cochrane
Dr Sarah Stradling
Dr Sarah Oakes

Salaried GPs:

Dr Katy Hedley
Dr Sarah Davis
Dr Mona Qasim
Dr Fatima Cheema

Registrars & Students

Our practice is a training practice and GP Specialist Trainees are attached to our practice during their general practitioners training. They are already fully qualified doctors. We may ask you to speak to the student first so they can learn consultation skills. You will always see a qualified clinician following this.

Medical students and Nursing students are attached to the practice for short periods and sit in with the doctor / nurse during consultations. You will be informed of this and patients always have the option of asking the student to leave the room. Please inform the receptionists if this is your preference.

Advanced Nurse Practitioner (ANP)

Mrs Cacilda Peixoto Arthur
Advanced Nurse Practitioners are a part of the multidisciplinary team. They are educated at Masters Level in clinical practice. They can refer for further investigations and prescribe.

Nursing Team

Our practice nursing team is made up of RGNs and Health Care Assistants.

Practice Nurses		HCA/Phlebotomist
Emma Van Rooyen	RGN	Sadie Jarrett (Health Care Asst)
Lynda Orchard	RGN	Morgan Wainwright-Hockey (Phlebotomist)
Kim Blanco	Nurse Associate	

They are available for appointments Monday to Friday 8.00am to 6.30pm (to 8pm on some late opening evenings). Their numerous tasks include:

Taking blood for tests	Infant and adult immunisations
Cervical smears	Removal of stitches and clips
Pill checks	Blood pressure checks,
Contraceptive advice	Asthma, diabetes, and heart disease checks/ monitoring
Health checks	Travel
Dressings	

Management Team

Our Practice Manager, Sue Moat, is responsible for the smooth running of the practice and is available to answer queries and receive comments regarding our range of services.

Our Assistant Practice Manager, Ellen Anderson, or our Reception Manager, Claire Strong will also be able to assist you with your queries.

Reception Team

Our reception team is made up of part-time receptionists who are trained to help you. The team do not hold medical qualifications – however, they will be pleased to advise you on the best way to use our services. Any questions they may ask are designed to aid you and are treated in the strictest of confidence.

District Nurses

There is a team of community nursing sisters who work with the practice They provide skilled care in the home and provide professional advice and support to families caring for their sick and elderly relatives. Each patient's needs are assessed and their care and treatment is planned accordingly

Health Visitors

The health visitors are located at Berkshire Road Clinic and advise on general health and welfare matters affecting all age groups. The health visitors take a special interest in the under-fives and their families and give special advice on problems relating to children's feeding, diet, behaviour and general development.

The health visitors can be contacted on 01483 782802 Monday to Friday. A message may be left on their answer machine.

Accident & Emergency

The nearest accident and emergency department is at Frimley Park Hospital on the Portsmouth Road. Telephone number: 0300 614 5000.

Change of address/ Telephone number

Please inform us immediately if you move or change your telephone number. This can be done via our front desk, over the telephone, via email or through our website.

It is your responsibility to keep your details current.

Complaints

The practice does have an in-house complaints policy as specified by the

Department of Health and a copy of this is available from reception. We always try to give you the best possible service, but there may be times when you feel this has not happened. If you wish to make a complaint, please put this in writing to our Practice Manager.

We also welcome any compliments you may have - they can be a wonderful morale booster!

Data Confidentiality

In the best interest of patients, information such as your Summary Care Record (which contains details of medications, allergies and any significant medical issues) is shared with other healthcare bodies unless you have opted out. Additionally in the interests of probity and best use of public funds, the practice is sometimes visited by other NHS bodies, and this may require an examination of patients' records (for example to review the use of antibiotics). These will be anonymised where possible but occasionally this may not be possible. The NHS employee in doing so would have signed a strict confidentiality clause before undertaking these visits. Should you object to your medical records being used in this way, please inform the Practice Manager. Doctors in other practices who provide patient services on our behalf will also have access to your records but in these cases, you will be required to provide your consent prior to any consultation taking place.

FIT Certificates

If you are ill and unable to work, you can complete a self-certified sickness certificate (SC2), which is available from the Department of Health website (https://www.gov.uk/government/collections/statutory-sick-pay-and-leave), Post Office or your employer. A self-certificate is for the first seven days of your illness.

If your illness lasts for one week or more, you will need a doctor's certificate. This can be obtained via a consultation with a healthcare professional, or by submitting an eConsult with full details of the request.

Home Visits

PLEASE REMEMBER that several patients can be seen at the surgery in the time that it takes to make one home visit. Home visits are only available for patients who are physically unable to get to the surgery and are at the discretion of the doctor. Only request a visit if you confined to your home, terminally ill, or are too ill to visit the surgery and give the receptionist as much information as possible to

New Patients

Patients requesting to join the practice are asked to do the following.

1. Provide photo ID and proof of UK residency (utility bill/bank statement).
2. Complete a GMS1 registration form.
3. Complete a practice questionnaire.

Repeat Prescriptions

In order to prevent errors, repeat prescriptions cannot be requested over the telephone.

Repeat prescriptions are issued at the doctor's discretion. Please allow

three working days to process your request as for your safety these are issued by your usual doctor and make allowance for weekends and public holidays. Please remember that it is your responsibility to ensure that you have sufficient medication.

Requests can be made in writing by handing in a repeat slip or completing a request slip at the surgery Monday to Friday between 8.00am and 6.30pm (8pm on late evenings) or through your local pharmacy. We are

unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours although requests may, at your risk, be left in the mailbox attached to the outside wall of the building by the front door.

Urgent requests will only be considered if your GP believes that they are **medically** urgent, e.g., requests such as hay fever medication or acne cream are unlikely to be considered as medically urgent.

Results

All patient records on file or in the computer system are confidential. In order to maintain this confidentiality, laboratory and x-ray results will only

be given to the patients themselves, or parents of minors if appropriate, when satisfactory identification has been obtained by the receptionist. Telephone enquiries for results of x-rays and investigations can be made after 1pm Monday to Friday. Sometimes the doctor will suggest that you make an appointment to be given the result, or that he/she needs to speak to you directly. The receptionist will advise you of this if necessary. You are also able to view your results on the NHS app

Violent or Abusive behaviour

The practice has a zero-tolerance policy towards violence and abusive behaviour. For clarity this is replicated here:

Zero-Tolerance Policy

Our staff come to work to care for others and we expect everyone to treat both patients and staff with respect. Sadly, the number of patients behaving unacceptably towards our staff is increasing.

In line with the rest of the NHS we have a Zero Tolerance policy and aggressive, violent or intimidating behaviour will not be tolerated under any circumstances.

For clarity this includes, but is not limited to, the following

- Offensive language, verbal abuse and/or swearing which prevents staff from doing their job or makes them feel unsafe.
- Bullying or intimidation.
- Unwanted or abusive remarks.
- Negative, malicious or stereotypical comments.
- Deliberate invasion of personal space.
- Loud and intrusive conversation.
- Physical assault including unsuccessful physical assaults.
- Threats or risk of serious injury to a member of staff, fellow patients or visitors.
- Brandishing of objects or weapons.
- Offensive gestures.
- Stalking.
- Spitting.
- Alcohol or drug fuelled abuse.
- Unreasonable behaviour and non-cooperation such as repeated disregard of requests from staff members; or
- Malicious destruction of or damage to practice property.

Anyone verbally abusing or intimidating members of staff will be sent a letter from the Practice Manager reminding them that this behaviour will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. More severe instances or instances of violence or threats will result in immediate removal from the Practice patient list.

There will be no appeal process.

Other Services

Asthma/COPD/Diabetes/Heart Disease Checks

Please respond to the recall notice you are sent and make an appointment with the practice nurse or a doctor. Reception will be able to inform you which is required.

Cervical Smears

Regular cervical screening can save lives. Invites will be sent out to patients every 3-5 years. Please book the appointment with our practice nurse once you have received your invitation.

Child Developments Checks

All doctors are involved in child development and work alongside our health visitors to provide this service.

Covid Vaccinations

Covid vaccinations are available for all eligible patients and will be administered at the Camberley Vaccination Centre, 36-40 Obelisk Way, The Square Shopping Centre, Camberley GU15 3SG

Family Planning

We offer family planning and contraception services including coil fitting, checking and extraction, and contraceptive implant fitting. Please initially see your own doctor during surgery hours although it may be another doctor who carries out the procedure

Flu Vaccinations

An influenza vaccination is particularly recommended for patients with heart, lung and kidney disease, diabetics and residents of nursing and rest homes. Please contact the reception staff in September for details of vaccinations dates. All those patients that are eligible for a flu vaccination will be contacted. If you are unable to come to the surgery and are housebound, one of our nurses or the district nurse will do the vaccination at home.

Immunisations

All children start their immunisation programme at two months. Our nurses administer the vaccines and an appointment can be booked with them for this. Practice nurses will also provide advice on all immunisations.

Minor Surgery

A few minor surgery procedures are carried out at the practice. Please

make an appointment with your doctor to discuss this further.

Non-NHS Work

Medical Examinations

The doctors are happy to carry out medicals e.g., insurance, taxi licence etc, by appointment outside of routine surgery hours. Please telephone the surgery for an appointment. A list of non-NHS fees is available from Reception. Please note fees are payable when you book the appointment

Phlebotomy

Blood tests can be booked with our Health Care Assistants and are available Mon- Fri.

Pneumococcal Vaccination

Pneumococcal Vaccinations are available to all patients over the age of 65. They are also available to those patients that come into certain high-risk groups and you will be advised if you are in one of these groups and need a vaccination.

Shingles Vaccination

Vaccinations for pneumococcal are available for all patients **in specific age groups**, currently early and late 70s. You will be advised if you are eligible. If you are over 80 the vaccine is not available as it becomes less effective.

Practice Charter

Our objectives:

1. To provide the best possible quality service for our patients within a confidential and safe environment by working together
2. confidential and safe environment by working together
3. To always show our patients courtesy and respect irrespective of ethnic origin, religious belief, personal attributes, or the nature of the health problem
4. To work in partnership with our patients, their families and carers and involve them in decisions regarding their treatment
5. To promote good health and well-being to our patients through education and information
6. To involve allied healthcare professionals in the care of our patients where it is in their best interests
7. To encourage our patients to get involved in the Friends & Family test through a monthly survey and to encourage to comment on the care they receive
8. To train and take care of our staff, ensuring a competent and motivated team with the right skills and training to do their jobs and to protect them against abuse
9. To treat all patients and staff with dignity, respect and honesty in an environment that is accessible, safe, and friendly

Our Commitment to You:

- To provide a range of urgent and routine appointments and home visits for our patients who are housebound or terminally ill
- To attend patients at home if they are too ill to attend the practice (home visits are dealt with by the patient's registered doctor or their buddy)
- To maintain confidentiality of medical records
- To provide healthcare in clean, comfortable surroundings
- To treat all patients with courtesy and efficiency

The Patient Service to The Practice:

- To be punctual for all appointment times
- To notify the practice as early as possible if the booked appointments cannot be kept
- To make separate appointments if more than one person is to be seen
- To accept that more than one appointment might be necessary for numerous or complicated problems
- To be patient if appointment times are running late. It is not always possible to forecast the precise time each examination requires
- To ask for home visits only if the patient is too ill to attend the surgery
- To contact the doctor out of hours only for a medical emergency that requires immediate attention
- To take responsibility for managing personal medication
- To keep all contact details up to date
- To be courteous at all times to the practice staff

Other Useful Information

Domestic abuse

If you're experiencing domestic abuse, Refuge have lots of information to help and support you, with a quick exit button if you need to hide what you're looking at hurriedly. https://refuge.org.uk

The National Domestic Abuse Helpline offers support if you are experiencing domestic abuse. Domestic abuse includes coercive control, financial and verbal abuse, as well as violent behaviour. You can call for support any time, day or night. https://www.nationaldahelpline.org.uk

If you're at risk of violence, knowing how to make a silent 999 call might help save your life. When connected to 999, press "55" so they know the call isn't accidental. https://www.met.police.uk/contact/how-to-make-a-silent-999-call/

You can find Home Office advice on getting support if you're experiencing domestic abuse in Arabic, Bengali, Farsi, French, Gujarati, Hindi, Pashto, Punjabi, Somali, Turkish, and Urdu
Advice in Other Languages | West Yorkshire Police

Healthier Together

The Healthier Together programme relies upon patients and healthcare professionals working together to improve how local healthcare is delivered. The website provides advice for parents, young people and pregnant women, and clinical resources to support healthcare professionals – which means that your child is likely to receive consistently high-quality care, irrespective of which healthcare professional they see.

Website :
Home :: Frimley HealthierTogether (frimley-healthiertogether.nhs.uk)

Mental wellbeing

If you want to improve your mental wellbeing, are feeling anxious or depressed, or life is too difficult right now, there is a range of free and confidential services to support you.

Please visit the following website for more information

https://www.healthysurrey.org.uk/mental-wellbeing

IAPT self-referrals

Access counselling and psychology services via any of these organisations:

www.centreforpsychology.co.uk
www.mindmattersnhs.co.uk
www.wearewithyou.org.uk
www.dhctalkingtherapies.co.uk

For info, the mental health crisis helpline is 0300 456 8342 (24hrs a day), Samaritans is 116 123 (24 hrs a day) and Sane Line is 0300 304 7000 (6pm-11pm)

Safeguarding

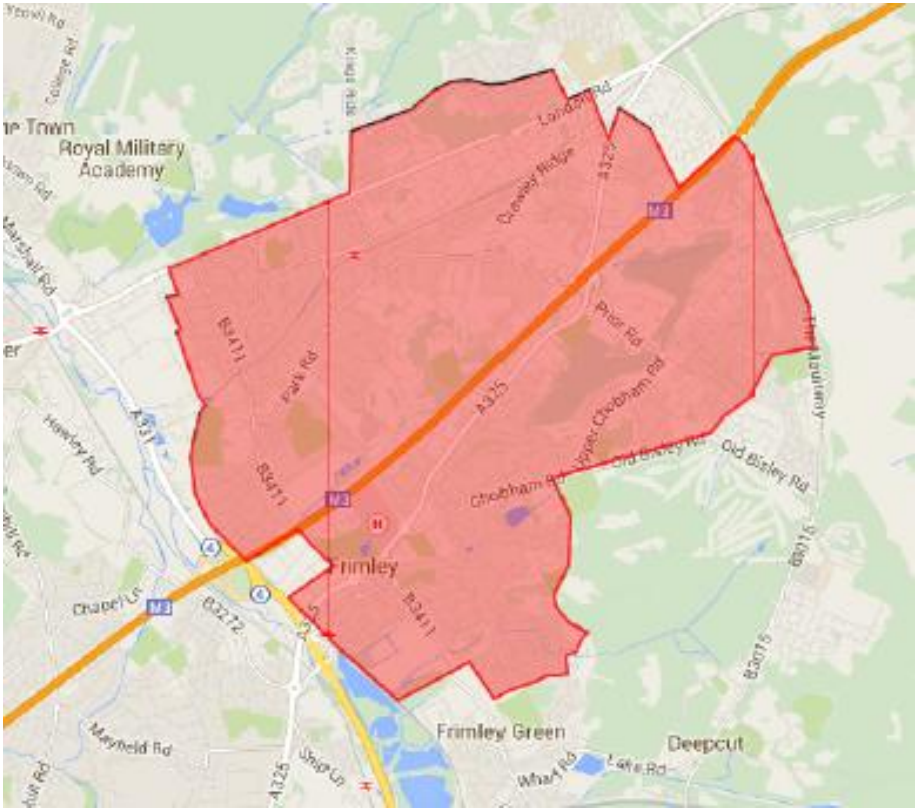
Surrey Safeguarding Children Partnership & Surrey Safeguarding Adults Board have teamed up to make it easier for residents and practitioners to find the information they need quickly and easily.

If you have concerns about a child or adult at risk please contact the Multi-Agency Safeguarding Hub on 0300 470 910 (Out of hours: 01483 517898).

If a crime has been committed call Surrey Police on 101 or in an emergency dial 999

Please visit their website https://www.surreysafeguarding.org.uk

Practice Boundary Map



Please take a look at our Website & Facebook page

Our website is Camberley Health Centre and provides up-to-date information on the health centre and links to Online Services portal through which patients can make appointments, order prescriptions and access medical information.

We also have our own Facebook & Instagram page where we will keep you up to date with the latest healthcare advice and events

August 2026