

Our Team

Dr. M.G. Cripps (Senior Partner)

M.B., B.S., F.R.C.G.P., D.C.H., D.G.M., D.F.F.P.
D.R.C.O.G., Dip.Med.Ac.

Dr. E.C. Burton (Partner)

M.B., Ch.B.

Dr. J.H.R. Edwards (Partner)

M.B., B.S., M.R.C.G.P., D.F.F.P., D.R.C.O.G.

Dr. J.P.J. Robinson (Partner)

M.B., B.S., M.R.C.G.P., D.C.H., D.F.F.P., D.R.C.O.G.

Dr J Rippin (Salaried GP)

BSc., BMed. Sci., B.M. B.S., MSc., PhD. M.R.C.G.P.

Dr B Greenup (Salaried GP)

M.B., B.A.O., B.Ch., M.R.C.G.P.

Practice Manager

Jane Dawes

About Us

The doctors who work in this practice are part of a professional and friendly team caring for about 8,000 patients in Sturminster Newton, Marnhull and surrounding villages.

We run a comprehensive health promotion and disease management service. This includes advice on Asthma, Diabetes, heart and blood vessel disorders, HRT, contraception and childbirth.

The Practice Area

The Practice welcomes patients living in Sturminster Newton, Marnhull, Lydlinch, Hazelbury Bryan, Manston, Child Okeford, West Stour, East Stour, Kington Magna, Fontmell Magna, Iwerne Minster, Shroton, Shillingstone, Okeford Fitzpaine, Ibberton, Wooland, Mappowder, Pulham, Kings Stag, Stourton Caundle, Stalbridge and Henstridge.

To Register

If you live in our practice area and would like to register with us please complete one of the registration forms that are available from reception or you can download a registration form via our website at www.sturminstersurgery.co.uk On the form, you will be able to say which practitioner you would prefer to see. However, you will be registering with the practice rather than an individual GP.

Training Practice

The practice is a training practice, which means that we take students from the Royal Free and Royal London Hospitals to give them experience of general practice. We also train GPs, these are known as GP registrars and they work with the practice for 6 or 12-month periods. In addition, from time to time we host visits from foreign doctors who are studying general practice in the UK.

We wish to thank all our patients for allowing these students and doctors to see them and to sit in on consultations with them. Without this it would not be possible to train the doctors of the future.

Parking

We are able to offer parking for our patients at Sturminster Newton. Parking for patients is adjacent to the road. We would ask patients to park in these spaces only while they are in the surgery. Access is needed at all times for GP's to be able to leave to attend to urgent home visits and for ambulances attending the surgery. The Marnhull Surgery has ample parking.

Disabled Access

Both Sturminster and Marnhull Surgeries are fully accessible to all patients without negotiating steps or ramps. Once inside, there is easy access to all facilities including toilets. There is a wheelchair available in both surgeries for those patients who may need it. Please ask at reception.

Appointments

All surgeries are by appointment only. We will always try and give you an appointment with the doctor of your choice, but this is not always possible. The receptionists can advise you when the doctors are in surgery. You can either call on the day of your choice or book an appointment in advance, either by phone, in person or on-line. Both Sturminster and Marnhull Surgeries open at 8:30am to make appointments.

Sturminster 01258 474500. Marnhull 01258 820015

Book your next appointment at the surgery online:

There is now a simple and easy way to do this; it is especially useful during those times when the telephone lines are busy or the practice is closed.

Appointments Online offers simple instructions and prompts to make sure that it is easy for you to book, view or cancel appointments – online – regardless of the time of day (or night).

Using the practice website, you can search for and view a range of available appointments; then just book the one which is most convenient for you!

Other features

Order repeat medication online:

You can make requests for repeat prescriptions - without having to visit the practice. Once the request has been processed (please allow 48 hours), you can then call at the practice to pick up the prescription or have your nominated pharmacy collect it from the practice for you.

Leave messages:

You can leave a message, which will be forwarded to the practice. For example, it may be convenient for you to enquire about flu vaccinations or details of travel clinics or other specialist sessions. All you have to do is select the option 'Leave a message'. The message will be made available to the practice via a secure link. Please note: If your message is sent 'out of hours', there may appear be a delay in the practice responding – as the staff will first see it during the next working day – therefore this option should only be used for non-urgent, non clinical matters. As always, if your query is urgent – you should contact the practice in person or by phone:

On line Booking - Getting Started:

Before you can start booking appointments with your surgery or use any of the other features, you must, first register your details with the practice, so that you can be provided with a unique login username and password.

NOTE: your personal information is kept safe and secure when using Appointments Online.

This is simple to do – simply follow the instructions below.

To Register:

1. At the practice, ask to register for Appointments Online. You will be given a unique username and password – along with details of how to gain access to the website.
2. On your computer, using your Internet browser and the URL provided, go to the practice website.
3. Login – using the username and password with which you have been provided. Note: for security purposes, if the information is not accurately entered, you will not be allowed access.

You can now start using Appointments Online!

Once logged in, you can book, view and cancel appointments.

When you book an appointment this way, you will receive confirmation immediately. There is no need to confirm it by phone or email – just make sure that you arrive promptly on the day!

Further information

Should you have any questions or comments about using Appointments Online, you should contact the reception staff at the practice; who will be happy to assist you.

The practice website is www.sturminstersurgery.co.uk

Telephone Calls

The surgery now offers telephone consultations for patients that may not need to be seen by the doctor or nurse. We recognise that for a number of problems it may be more appropriate and more convenient to speak to the doctor or nurse by telephone rather than coming in to the surgery in person. If you feel that a telephone consultation would be more appropriate, you should contact the surgery to request a call. If after speaking to you, the doctor or nurse feels that you should be seen, they will give you an appointment to come in on that day.

Sturminster 01258 474500. Marnhull 01258 820015

Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if possible. However, we can visit you at home if your condition means you cannot attend one of our practices. Please try to ring before 10am to arrange a visit and let us know if your condition is urgent.

Repeat Prescriptions

This service is available for items that have previously been agreed with the doctor to be repeatable. Such items appear on the counterfoil attached to the prescription. The doctor will authorise a supply for a number of repeats until the next review is due. Generally routine reviews for asthma, diabetes, epilepsy and family planning are with the practice nurse.

Repeat prescriptions may be requested by posting or faxing the prescription counterfoil, or leaving it at the surgery with the items needed ticked off. We feel that it is less likely to result in errors than telephone requests. You can also email your request to prescription@gp-j81620.nhs.uk or visit our website and follow the link to repeat prescriptions.

Please allow at least 24 hours for repeat prescriptions.

When you have had the maximum number of repeats authorised the message "please see the doctor before next repeat can be issued" appears on the counterfoil. In this instance please arrange a routine appointment allowing adequate time before your supply is used up.

Doctors' Timetable

Please note that this timetable is subject to change due to Study days, Holidays or sick leave.

Sturminster Newton Medical Centre - 01258 474500

Marnhull Surgery – 01258 820015

	Monday	Tuesday	Wednesday	Thursday	Friday
Sturminster morning	Dr Edwards Dr Robinson Dr Rippin Dr Greenup	Dr Cripps Dr Burton Dr Edwards	Dr Cripps Dr Robinson Dr Rippin	Dr Cripps Dr Edwards Dr Greenup Dr Rippin	Dr Burton Dr Cripps Dr Greenup Dr Rippin
Sturminster afternoon	Dr Cripps Dr Edwards Dr Robinson Dr Rippin Dr Greenup	Dr Cripps Dr Burton Dr Rippin	Dr Edwards Dr Rippin	Dr Burton Dr Cripps Dr Greenup	Dr Greenup Dr Rippin Rota Doctor
Marnhull morning	Dr Cripps	Dr Rippin	Dr Edwards	Dr Burton	Dr Edwards Dr Robinson
Marnhull afternoon		Dr Edwards			

Out of Hours Emergencies

NHS Direct

NHS Direct offers free expert health information and advice 24-hours a day on **0845 4647** or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service. For people who are deaf and those hard of hearing, a telephone service is available on **0845 606 4647**. If English is not your preferred language, you can choose to use a confidential translation service.

Casualty Departments

These are at	Yeovil Hospital	01935 475122
	Dorset County Hospital	01305 251150
	Poole Hospital	01202 665511
	Salisbury Hospital	01722 336262

URGENT CARE SERVICE, DORSET & SOMERSET Call 0845 600 10 13

A guide to getting medical treatment when the surgery is closed

When should I use this service?

In Dorset, an emergency out-of-hours medical service is available when the surgery is closed. This service is for urgent medical situations – if you, or a member of your family, become ill and you are concerned. It is not for routine enquiries, such as booking an appointment with your GP, repeat prescriptions or test results. If your medical problem is not urgent, please telephone your surgery when it is next open, or call **NHS Direct on 0845 4647** for advice. NHS Direct can give you general medical information 24 hours a day. Their trained nurses can provide you with expert health advice and reassurance any time of the day or night. They will also be able to advise you on anything from where to find a pharmacist, to where to go for emergency dental treatment, or how to get emergency contraception. Or log on to www.nhsdirect.nhs.co.uk

Remember: If it is a medical emergency – If you believe that you, or a member of your family might die if you don't get medical help immediately – then you should call 999 and ask for an ambulance.

What will happen when I ring the Urgent Care Service?

When you ring the Urgent Care Service, your call will go through to a call centre where a trained member of staff will answer the phone and take some details from you. They will pass your details straight over to a doctor who will ring you back to ask more about the problem and, with you, will decide the best option for you. This might be:

The best solution to a minor medical problem might be to give you some advice over the telephone. This is generally the quickest and most convenient solution if you are concerned about your medical problem.

Urgent Care continued

It may be decided that you need to see a healthcare professional and you will be asked to go to your nearest local treatment centre. This is because the centre will have the equipment and facilities you may need. A doctor, nurse or emergency care practitioner will also be on site and will be able to examine you more closely. You will be given a choice of which local treatment centre is best for you to go to. Our nearest is at the Westminster Memorial Hospital, Shaftesbury.

- A doctor, a nurse, or an emergency care practitioner may tell you that you need a home visit. This will depend upon the seriousness of your condition. A doctor, nurse or paramedic will visit you as quickly as possible, but your visit will be placed in order of priority according to the seriousness of other patients needing home visits.

When you call the Urgent Care Service, if staff at the call centre, or the doctor feels that your medical problem is an emergency, they will call 999 on your behalf and an emergency ambulance will come to you.

What happens if I feel better or worse? Can I call the service back?
If your medical problem gets worse it is important that you:

Call 0845 600 10 13 again so that the doctor can re-assess your medical condition and consider whether you need more urgent help.

If your medical condition gets better after you have spoken with the doctor, you should: Call the Urgent Care Service back and let them know that you are feeling better. This is very important if you:

- No longer need a visit your home by a doctor, nurse or emergency care practitioner.
- No longer wish to attend a local treatment centre
- Have changed your mind about which local treatment centre to attend.

What do I do when my nearest local treatment centre is closed?

During the night, you could be asked to visit another treatment centre. However, if you need a doctor, nurse or paramedic to visit you at home they will do so. South West Ambulance NHS Trust operates the Urgent Care Service, Dorset & Somerset. If you have any queries or concerns about this service please call Sarah Parker, Patient Advice Liason Service Coordinator, South West Ambulance NHS Trust, Ringwood Road, St Leonard's, Dorset, BH24 2SP. Tel: 01202 851657.

Practice Integrated Nursing Team

Our nurses are available by appointment for advice, nursing care and the following: blood pressures, asthma, diabetes, epilepsy and general health checks, dietary advice, childhood, adult and holiday vaccinations, ear syringing, stitch removal, cervical smears and contraceptive advice. They also run Smoke-stop and Look after yourself groups.

For those unable to attend the surgeries for medical reasons the team provides nursing care in the home.

Health Care Assistants take blood, perform E.C.G's (electrical traces of the heart), check blood pressures and are involved in some other procedures, checks, health promotions and smoke stop.

Other Members Of the team

We work in conjunction with the health visitors, community nurses, midwives and community psychiatric nurses based in the Sturminster surgery.

- The health visitors monitor children's growth and development, give advice on normal development and illness prevention. They also run groups that focus on parenting skills and the menopause.
- Community nurses provide the nursing skills needed in peoples homes.
- A counsellor, dietician, physiotherapist, speech therapist and an audiologist (who tests older peoples hearing and, where appropriate, provides a hearing aid) are available at the Sturminster surgery after referral from your doctor.
- A chiropodist is available, after referral from a doctor, for patients with foot problems who have diabetes, rheumatoid arthritis or blood vessel disorders.
- CAB, Citizens Advice Bureau advisor is available by appointment in the Sturminster surgery to help with benefit, financial, legal or other problems.
- Drug and Alcohol advice and treatment is available
- During normal opening hours we offer minor injuries treatment.

Our receptionists, clerical staff and management staff are here to help and give you as much information as they can. The Senior Receptionist is Sandie Rattle.

Ante-Natal and Baby Clinics

- The midwife undertakes routine antenatal appointments on Tuesday afternoons and Wednesday mornings.
- The doctor sees mother and baby for the postnatal appointment from six to twelve weeks.
- The health visitor is available for advice and carries out the other baby checks and measurements on Monday mornings.
- The nurses give the childhood immunisations on Wednesday afternoons.

Family Planning

- The doctors offer a full range of family planning services including coil insertion.
- The practice nurses are also available for advice and follow up.

These services are confidential and are open to patients of all ages, including those not registered with us.

Minor Surgery

These procedures are available by appointment; please ask the doctor or nurse.

Foreign Travel and Immunisations

If possible, when going abroad, make an appointment with the practice nurse about two months before your date of departure, and complete a travel questionnaire (available from reception) beforehand. This allows time to plan and complete a course of any necessary injections. If time is short, an amended schedule may be organised. We have been approved by the Department of Health as a Yellow Fever Vaccination Centre. Not all travel immunisations are available on the NHS. Unfortunately the Dept of Health has decided that no doctors may issue prescriptions for anti-malarials. Some may be obtained over the counter at a pharmacy and some require a private prescription.

Flu and Pneumonia vaccination clinics are held in October and November each year please look out for advertising.

Suggestions and Comments

We want all of our patients to have a good experience when they visit or contact the surgery. If all has gone well please tell us, it makes our world go round! If there is anything you think we could have done better please let us know.

The practice will not tolerate violent or abusive behaviour towards its staff or other patients present on our surgery premises. We reserve the right to remove any patient behaving inappropriately from our patient list.

This practice is within the Dorset Primary Care Trust Area. The Trust Headquarters are, Hillfort House, Poundbury Road, Dorchester, DT1 2PN.

Tel:01305 368900. Fax: 01305 368947. Email: email@dorset-pct.nhs.uk