

Teaching practice

The practice is a teaching practice and occasionally trainee doctors and medical students from Imperial College London or Southampton University will observe and assist our doctors.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

The NHS Health Check is an annual check-up for adults in England aged 40 to 74. It can help spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia.

Please see the practice website for a full list of your rights and responsibilities.

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services. Coils and implants are fitted by special appointment. Please ask to speak to the receptionist in confidence and this can be arranged.
- **Immunisations** – The Practice Nurse administers vaccines for both adult and child immunisations, including tetanus boosters and pneumonia vaccinations.
- **Minor surgeries** – Your GP will advise on minor operations.
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the Practice Nurse. Please mention when booking that your appointment is for a smear, so that enough time can be allocated.
- **Chronic disease management** – We hold Spirometry/COPD, Diabetes and Asthma clinics. We also offer a new in-house INR test for those patients on Warfarin treatment.
- **Other services** – Health checks are offered to new patients and patients over the age of 75 are invited for a check every year

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Opening hours

Monday – Friday	08:30	18:30
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Our phone lines are open from 08:00 until 18:30. However, we can only book appointments from 08:30 – 18:00.

If you require urgent medical assistance when the practice is closed, please dial 999. If the issue is not urgent, please dial 111 or go to www.nhs.uk

Enhanced Access Clinics

Please see the practice website for an up-to-date list of South Coast Medical Group's Enhanced Access times.

Practice Boundary

A detailed map of our practice boundary can be found on our website.

Are you using the right service?

SELF-CARE  What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7)  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
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GP ADVICE  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE  Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke
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The Grove Surgery



The Grove Surgery is a surgery within South Coast Medical Group providing NHS Services under an NHS England Medical Services Contract.

Fairmile Road
Christchurch
BH23 2FQ

Telephone No. 01202 481192

Email address:
grove.surgerychristchurch@nhs.net

Website:
southcoastmedicalgroup.co.uk

Our Team

We have a diverse and innovative team consisting of a variety of health care professionals dedicated to providing you the highest quality care. These professionals include:

Partners

[Salaried GPs](#)

[Nurses Practitioners](#)

[Practice Nurses](#)

[Health Care Assistants](#)

[Medical Students](#)

[Pharmacists and Pharmacy Technicians](#)

[Social Prescribers and Link Workers](#)

[Digital Care Coordinators](#)

[Physiotherapists](#)

[Paramedics](#)

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff, please log on to the practice website. Should you be unable to access the website, please ring 01202 481192 and a member of our administrative team will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on our website.

Patient data

All clinical and administrative staff have an ethical and a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

NHS England Contact

South Coast Medical Group provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

This leaflet was produced from the Patient Information Leaflet Policy dated October 2020.

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- Online – Please log in and order via our website
- Email – Please email grove.surgerychristchurch@nhs.net
- In person – By ticking the required medications on your prescription and placing it in the dedicated box at reception.

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Dispensing practice

The practice is a dispensing practice and can issue prescriptions if you meet the requirements to be registered as a dispensing patient.

Details are available from reception and on the practice website.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. To do this, please email patientservices.scmg@dorsetgp.nhs.uk

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back. A clinician will then telephone you to discuss your request.