

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](mailto: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](mailto: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](mailto: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.