YETMINSTER HEALTH CENTRE

Church Street,
Yetminster,
Sherborne,
Dorset
DT9 6LG

Welcome to Yetminster Health Centre.

Our health centre serves the village of Yetminster and the surrounding area. Our principle aim is to offer a friendly, first-class service in caring for your health. We believe in bringing a broad range of services to our rural setting, in order to minimise inconvenience from travel and waiting times for our patients.

Surgery Hours:
Monday-Friday 8:30am-6:30pm
We are closed Saturdays, Sundays, and Bank Holidays

Email: yetminster.reception@nhs.net

Reception telephone:
01935 872530 (8:00am-6:30pm)

Dispensary telephone:
01935 872530 (option 2)
(9:30am-11:30am)

APPOINTMENTS

Please call 01935 872530 to speak to one of our receptionists in order to book a face to face or telephone appointment. Routine appointments can usually be booked up to one month ahead and you will be offered the first available appointment with the doctor of your choice, or another doctor if this is not convenient.

If you are unable to attend an appointment please always let us know at the earliest opportunity so that we can offer the appointment to someone else.

If you feel you have an urgent Medical problem that needs medical attention that day please call reception at 8am and request an urgent appointment. You will be offered an appointment with a doctor on the same day.

If a home visit is required the doctor will make sure there is a genuine inability for a patient to get to the surgery. If the visit is not routine please state that it is urgent and it will be dealt with that day by a Community Matron or GP.

NHS 111:
If you have an Urgent medical situation outside of our opening hours please phone 111.

In an emergency:
In an emergency dial 999.

Reasonable Adjustments
We understand that if you have a disability or something that may prevent you getting access to our healthcare services, it may be difficult for you to receive the correct care you need. Therefore, we would like to know if you need any reasonable adjustments made to suit your needs. These could be things such as longer appointment times, a quiet area to sit, help with checking in, bigger text sizes, or providing a wheelchair. Adjustments are specific to suit you so please discuss this with us so we can help in the best way possible.

PRESCRIPTIONS

The Health Centre has its own Dispensary. Repeat prescriptions Should be ordered using online services or using the slip attached to your prescriptions and placing it in the box outside of the surgery. The Dispensary phone lines are switched on Monday to Friday between 9:30am and 11:30am and should only be used for queries and for patients who have no online access. We require a minimum of 3 working days for all repeat prescriptions and you will recieve a text when your prescription is ready to collect.

Repeat prescriptions will be taken for collection to Evershot Village Shop and Halstock Village Shop on Mondays and Thursdays, for prescriptions that do not carry a charge. Speak to the Dispensary if you would like your prescription delivered to Halstock or Evershot Village Stores.

We can accept out of date medication for safe disposal if they have been dispensed in our Dispensary. Please do not accumulate unwanted medications at home.

Please note we only issue 28 days of medication to patients.

Online appointments & prescriptions

We are encouraging patients to use our online system ('systmonline') which allows you to book GP appointments and request medication through your phone or computer. It also gives you access to your medical record, allowing increased control over your own healthcare.
To be able to access this system you will need a username and password to login, contact reception if you do not have your login details. Please note you will be asked to provide ID to allow us to register you with our online system.

Alternatively, you can download the NHS or Airmid apps which are both other options to accessing your healthcare online.

We have a new online access clinic running on Friday afternoons 2pm-3pm that gives patients help with setting up their online account. They are also shown how the system works such as booking appointments and requesting medication. Contact reception to book a slot!

systmonline
PATIENT ONLINE SERVICE

OUR PRACTICE STAFF

GP Partners:

Dr Richard Nickinson (Male)
Dr Alex Nickinson (Female)
Dr Kathryn Armitage (Female)

Practice Nurses

Holly Smith
Claire Du Bois

Health Care Assistant (HCA)

Sophie Hayes-Jones

Receptionists

Daphne Walkley
Sandra Stockford
Sharon White
Sarah Wills
Caroline Boa
Gale Penny

Care Co-ordinator: Alicia Baker

Practice Manager: Marcus Pawson
Assistant Practice Manager: Layla Ansar

Dispensary team:

Brigid Starnes
Janet Young
Gemma Porter
Rebecca Lindsay Clark
Eve Bowditch

We are a part of Sherborne Area Primary Care Network (PCN) that consists of three local practices. Within this network we have colleagues that work across the practices to provide patient care. These roles include:
PCN Pharmacists, Mental health practitioners, Frailty nurses, and Social prescribers.
We also work with the Sherborne District Nurses who work closely with our practice to provide treatment to housebound patients.

PATIENT SUPPORT

CARERS

Are you looking after or providing support for a relative, friend, or neighbour? Are you being helped or supported by a relative, friend, or neighbour?
Our practice needs to know so you can be offered the right information, support, and access to services. Complete the form on our website to notify us of your carer status or inform one of our receptionists.

ARMED FORCES VETERANS

Priority NHS care may be available to you if you have served in the Armed Forces and if your condition relates to your service. Telling us you are a veteran will help us to better understand any military related health conditions that you may have and ensure that you are referred, where appropriate, to dedicated services for veterans. This includes the specialist mental and physical health services, Op COURAGE: The Veterans Mental Health and Wellbeing Service and the Veterans Trauma Network.

CANCER AWARENESS

We are here to help if you any new symptoms that you are concerned about or if you are feeling anxious and need to speak to someone. Contact the surgery and we can arrange for you to speak to a healthcare professional.
Alternatively, the Macmillan Cancer Support Line is open from 8am to 8pm, 7 days a week on 0808 808 0000. You can also visit the Macmillan Cancer Support Website for online support, guidance and information.

DOMESTIC ABUSE

Seeking help can seem scary, but domestic violence or abuse can happen to anyone. If you or anyone you know is suffering from domestic violence or abuse it is important to recognise the signs of abuse. At Yetminster Health Centre we have a a team of Social Prescribers who are able to support you and provide information for local services, please get in touch by ringing the surgery on 01935 872530.

OTHER INFORMATION

HOW TO REGISTER: Please complete the patient registration form at reception or online through our website. Once we have completed your forms you may be asked to attend an appointment with a doctor for a New patient appointment, particularly if you are on any medication.

PERSONAL DETAILS: If you change your name, address, email, or phone number please notify us as soon as possible so that we can maintain accurate records. if you move to outside of our practice area you will be asked to transfer to a practice closer to your new home.

NAMED GP: All patients at Yetminster Health Centre have a named, accountable doctor who is responsible for coordinating their care. If you have a preference and would like to request a particular doctor at the practice to be your named GP please talk to one of our receptionists.

ACCESS TO MEDICAL RECORDS: Patients have a right to access their own medical records, we therefore ask you to register with our online access system. This enables you to see your full and coded medical record from the date of application going forwards. Patients are reminded that access to their medical record may result in them remembering previous issues that they could find upsetting.

PATIENT PARTICIPATION GROUP (PPG): We are actively recruiting more members to join our PPG, a group formed of patients that ensure patient's voices are heard and help strengthen the practices relationship to the community. The group is corresponding through emails currently which can then progress into face to face meetings. If you would like to join the group or receive email updates about the practice please let reception know.

SMOKING POLICY: Yetminster Health Centre is totally committed to adhering to a no smoking policy in all of its buildings and on all property. We offer a smoking cessation advice service within the practice.

CAR PARKING: We have a small car park at the surgery and the entrance has to be used for all pedestrians accessing the main entrance, therefore to promote safety this area is for staff parking only plus one Disabled parking space. There are 2 wheelchairs available for those patients with mobility difficulties, in getting from their transport into the surgery.

PATIENT RIGHTS

CONFIDENTIALITY: All staff are bound by written confidentiality clauses in their Contracts of Employment, which prevents them from disclosing any information about you to any party, in perpetuity. Information will only be given to outside bodies with your written consent, which will be retained in your notes.

DATA PROTECTION ACT: The practice is registered under the Data Protection Act. Information is held purely for Practice/NHS use.

FREEDOM OF INFORMATION ACT: The practice will comply fully with this act within the constraints of current legislation.

REMOVAL OF PATIENTS: Yetminster Health Centre aims to provide the best possible health care for all our patients. However circumstances may arise when it would be considered reasonable and in the interest of both parties, for patients to be removed from the list. Situations which justify removal: violence, crime & deception, distance, embarkation, continuing failure to attend pre-booked appointments, irretrievable breakdown of practice-patient relationship.

COMPLAINTS PROCEDURE: We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria and Dr Richard Nickinson is responsible for ensuring compliance with arrangements. Marcus Pawson (Practice Manager) is the complaints manager. He will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly.
We shall acknowledge your complaint within 3 working days either orally or in writing, and offer to discuss the matter with you. If you do not wish to accept the offer of a discussion, we will decide how to handle the complaint, based on the available information.
We will aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. Go to our website for further information and recommended sources of advice.

USEFUL TELEPHONE NUMBERS

Yetminster Health Centre Reception & Dispensary: 01935 872530

Out of hours &/or general medical advice: 111

Ambulance or Police Emergency: 999

Police- Non Emergency: 101

Yeatman Community Hospital: 01935 813991

Yeovil District Hospital: 01935 475122

YDH Accident and Emergency: 01935 384355

Dorset County Hospital: 01305 251150

Winterbourne Hospital (Dorchester): 01305 263252

Samaritans: 116 123

Victims Support: 0808 168 9111

Rape Crisis line: 0808 500 2222

Relate: 01302 380900