



Whitecliff Surgery,
Whitecliff Mill Street, Blandford Forum,
Dorset, DT11 7BH



Eagle House Surgery,
Whitecliff Mill Street, Blandford Forum,
Dorset, DT11 7DQ



Child Okeford Surgery,
Upper Street, Child Okeford,
Dorset, DT11 8EF

WELCOME TO THE BLANDFORD GROUP PRACTICE (TBGP)

The TBGP Team welcome all of our patients to our new merged GP Practice, which is based over four sites (including the Families Medical Centre at Blandford Camp, as well as those sites detailed above).

HOW THE APPOINTMENT SYSTEM WORKS

You will still be able to book an appointment to see a GP or nurse of your choice for routine appointments as you do now. Our appointment system is split such that approximately 50% of our GP availability is bookable up to 6 weeks in advance (useful for patients who have a long-term condition and/or need to see their GP regularly) with the other 50% being available for patients that need to have their needs met on the same day.

For patients who are asking to be seen on the same day, we operate what is known as telephone triage. This is where during your first call, you are asked by the Patient Services Adviser for some details of your problem to enable them to direct you to the most appropriate GP, Advanced Nurse Practitioner or another member of the multi-disciplinary.

This information will then be passed to the duty team and your call returned as soon as possible. If the GP or Nurse is able to deal with your needs over the phone then they will, or if they feel they need to see you then you will be invited in to see the most appropriate member of the team. We have also added the ability to consult with your GP online for non-urgent matters using the ***E-Consult Service*** which can be accessed using our new website: <https://www.theblandfordgrouppractice.co.uk/>.

WILL I HAVE TO RING A DIFFERENT TELEPHONE NUMBER?

No, the existing numbers for each surgery will be the same and you can ring either number. The numbers are:

Child Okeford: 01258 860687

Eagle House: 01258 453171

Families Medical Centre (Blandford Camp): 01258 440934

Whitecliff Surgery; 01258 452501

HOW CAN I BOOK AN APPOINTMENT?

You can book an appointment by:

- Calling the practice to speak to a Patient Services Adviser between 08:00 and 18:30 Monday to Friday.
- Online booking is available for routine appointments with your GP using your current online login. If you don't have a login or have forgotten your login details then please speak to the Patient Services Team.
- Using the ***E-Consult Service*** for advice, administration queries or to have an online response from your GP.

HOW DO I CANCEL AN APPOINTMENT?

We appreciate that sometimes that your personal situation may change and you are unable to attend your appointment, please let us know as soon as possible so we can offer it to another person.

Having someone not turn up is frustrating for the clinician and for other patients who could have been seen. Help us to help you, we will be happy to offer you an alternative date and time. You can cancel an appointment by:

- Phoning and speaking to a member of the patient services team (option 1)
- Replying CANCEL to the text message confirmation you received on your mobile.
- Through your personal login for the online services.

WHAT IS YOUR E-CONSULT SYSTEM?

Get in touch with your GP from home, work or play, day or night without the hassle of waiting for an appointment or phone call. You may not even need to come in for an appointment. If you need advice, we have lots of self-help information on how to treat hundreds of conditions or you can consult with a GP online.

- Visit the practice website <https://www.theblandfordgrouppractice.co.uk/> and click on “consult our doctors online”, make your choice of how you wish to get help and follow the simple on-screen questions.
- Your GP only gets sent information about what you’ve searched for if you choose to send it to them and require a response from them.
- If you have chosen to consult with your GP, the practice will contact you by the end of the next working day with a response.
- If you choose a specific GP to respond then this may take longer if that GP is available, else another GP will contact you. This service is not for any urgent needs.

WHY HAVE YOU CHANGED THE NAME OF RECEPTIONIST TO PATIENT SERVICES ADVISER?

Our non-clinical team performs many roles including making appointments and handling enquires from patients but also within their remit is to support the administration function of the practice.

This year we have developed their skills in supporting patients by training them in providing care navigation services to patients. They are there to help you, the patient, steer your way through an increasingly complex NHS system and to support the GPs by taking some of the administrative burden traditionally that the GP would have carried out. As such they are more highly skilled than a traditional receptionist and no longer just provide the traditional appointment booking services.

In order to support the GPs and the patients, they do need to know some details of your query if you call and they have access to your medical record in order to carry out their job.

HOW DO YOU ENSURE MY INFORMATION REMAINS CONFIDENTIAL?

We take confidentiality extremely seriously and have a suite of policies and protocols in place. The entire practice team, clinical and non-clinical, is bound by confidentiality and we have strict codes of conduct to ensure your private information is not shared inappropriately.

We have protected systems in place to ensure access is only ever made of your record by those who need to know it and our clinical IT system has different levels of access dependent on job role. We also have regular audits and checks in place to ensure no breaches. All members of staff are very aware that breaching any of these confidentiality protocols could lead to disciplinary proceedings or even instant dismissal.