



Doctors

Dr Mark Lepper

BSc MSc DipLSHTM PhD MBChB
MRCGP
1/8/2002 Bristol

Dr Victoria Gunn

BSc MSc MRCGP
2012 Southampton

Dr Daniel Lane

BM MSc MRCGP
1999 Southampton

Dr Nicola Hawes

MBBS MRCGP PgDip
2013 Newcastle

Practice Nurse

Emily Beaves RGN

Healthcare Assistant

Agnes Skrzeczynska

Practice Manager

Kerry Norman

Deputy Practice Manager/ Medical Secretary

Jen Hodge

Dispensary Manager

Anne-Marie Smith

Dispensers

Zoe Hurst
Samantha Mathews

Reception/Admin Team

Teri Joynt, Hayley Fooks, Laura Hole
Penny Wilkinson, Becky Howman

Opening Times

Open for urgent queries only
1:00-2:00pm

Monday	8:30am—6:30pm
Tuesday	8:30am—6:30pm
Wednesday	7:30am—6:30pm
Thursday	8:30am—6:30pm
Friday	8:30am—6:30pm
Saturday	CLOSED
Sunday	CLOSED

Please note, the Dispensary closes at 1:00pm on Thursdays, therefore any medication or prescription queries will be handled the following working day

Contact Us

Corfe Castle Surgery
Toms Mead
West Street
Corfe Castle
Wareham
BH20 5HH

Telephone: 01929 480441
Dispensary: 01929 480697 (10:30-12:30)

Email:

Corfecastle.surgery@dorsetgp.nhs.uk

www.corfecastlesurgery.co.uk

At evenings, weekends or Bank Holidays

Contact:

Out of Hours on **111**

Or

999 in an emergency



CALL 111
when it's less
urgent than 999

Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

AVAILABLE 24 HOURS A DAY, 365 DAYS A YEAR. CALLS ARE FREE FROM LANDLINES AND MOBILE PHONES

Welcome to Corfe Castle Surgery

Accessibility

Our building is on one level and all facilities are accessible by wheelchair. If you require any help, information or leaflets in a different format, please ask at Reception. Interpreters are available through the surgery, please give advance notice so this can be arranged.

Parking

We have limited surgery parking spaces, but there is also a public car park located opposite the surgery. Disabled parking is available outside the surgery. **Please note, if you have parked in the residential spaces, you may be fined.**



Surgery Parking

Resident Parking Only

Your GP

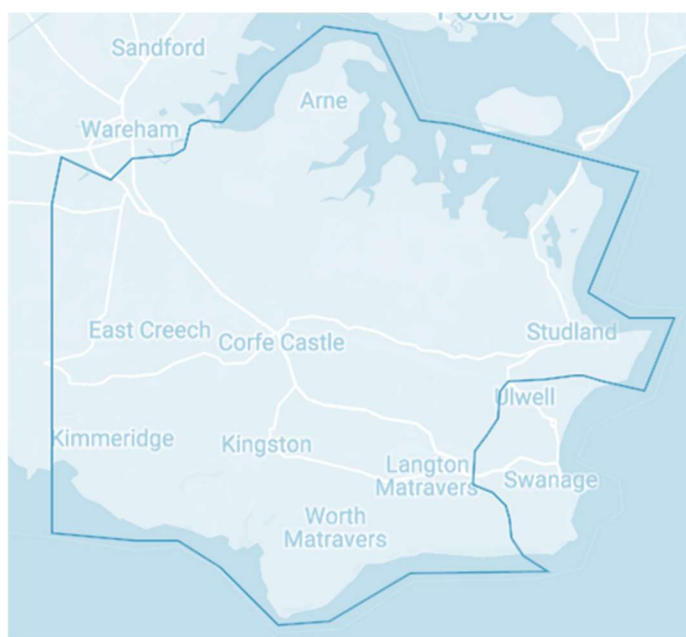
Dr Lepper is the named GP for all patients registered at Corfe Castle Surgery. However, you are welcome to see any GP you choose subject to availability. Please let our team know if you have a preference when you request an appointment.

Registering as a New Patient

[Visit our website](#)

[Front Desk](#)

Patients wishing to register at Corfe Castle Surgery must live in Corfe Castle or the surrounding villages, please see below Surgery Boundary. Registration requests can be submitted online via our website or for patients without internet access, in person by collecting a form from our reception team.



Requesting an Appointment

[Front Desk](#)

[Telephone](#)

You will be asked for an indication of the problem so that you are booked with an appropriate clinician. If you have multiple concerns, you may be asked to book an additional appointment so you can be assessed fully.

Routine appointments will be offered as quickly as possible. The choice of a face-to-face or a telephone appointment is yours. However, there may be times when only a face-to-face appointment is suitable.

Urgent medical problems can be assessed by a GP in our 'Urgent on the Day' clinic, formerly known as the 'Sit and Wait' clinic which is held every weekday morning between 8:30-10:30. Please note, this clinic is not suitable for less urgent medical problems and queries.

Extended Hours

We offer a number of GP and nurse appointments outside of our normal working hours, primarily for patients who have difficulty attending during surgery time. These can be booked through our reception team.

Cancelling an Appointment

If you cannot keep an appointment, please cancel it as soon as possible so we are able to offer it to another patient. You can cancel your appointment using the NHS App, by Text or calling Reception on 01929 480441.

Home Visits

Home visits may be requested if you are housebound or too ill to visit the surgery. A visit request should be made by 10:30am if possible. Our duty doctor will then review the request and offer the most appropriate care pathway. This could include referral to another service, a telephone consultation or a home visit.

Dispensary and Prescriptions

Patients who live more than one mile away from a pharmacy are automatically enrolled in the surgery dispensing system and will order and collect prescriptions from our inhouse dispensary. The dispensary can be contacted between the hours of 10:30-12:30 on 01929 480697. Please note, the reception team are unable to assist with any medication or prescription queries.

Repeat prescriptions can be ordered by:

NHS App

Telephone

Post Box

We ask you to ensure you submit your order in good time to avoid running out of medication. We require a minimum of **three working days notice** to produce a prescription.

For non-dispensing patients, your prescription will be sent electronically to your nominated community pharmacy.

Repeat medications can be collected from the surgery during our opening hours. All medications are prescribed and dispensed on a **monthly** basis in accordance with national guidelines. We are unable to make exceptions to this rule.

Medication Reviews

Patients on repeat medication will be asked to see a doctor, nurse or pharmacist at least once a year to review these regular medications. We will get in touch with you to let you know when this is due.

Services

Services at the surgery include:

- Cervical screening
- Contraception
- NHS health checks
- Smoking cessation
- Travel advice/vaccinations
- Steroid injections
- Home blood pressure monitoring
- Hormone replacement therapy
- **Chronic disease management**
 - COPD
 - Asthma
 - Diabetes
 - Hypertension

Other local services include:

- Community/district nursing team
- Palliative care team
- Community mental health team
- Health visitors
- Midwife/antenatal clinics
- Audiology
- Counselling services
- Pharmacy team
- First contact physiotherapy
- Social prescribing
- Mental health practitioner
- Respiratory team
- Family planning
- Podiatry
- Diabetes team
- Home visiting team

Carers

If you regularly care for someone who could not manage without your help, please let us know. The person may be an adult or child who has a long term physical or mental illness, addiction, disability or frailty.

Registering as a carer allows us to advise you of local services available to help and support you in your caring role. We provide you with a Carers Pack and a note will be added to your medical record to alert clinicians you are a carer. You will be offered an Influenza vaccine each year.

Armed Forces Veteran Accredited Practice



Armed Forces veteran
friendly accredited
GP practice

We are an armed forces veteran friendly accredited practice.

If you are ex-forces, please let us know to ensure you are getting the best possible care.

Training

Corfe Castle Surgery is a training surgery for Foundation Year 2 Doctors (F2). F2 doctors regularly hold clinics whilst working with our surgery. Appointments within these clinics are overseen by the duty doctor. Please let a member of the reception team know if you would prefer not to book with one of our F2 Doctors.

Access to Medical Records

All patient information is treated with the utmost confidentiality and is held in accordance with NHS guidelines and under the data protection act 2018.

Within the surgery your medical history is recorded in an electronic medical record. No one else is permitted to see your medical records unless they require it for your ongoing care and you have given consent.

You are able to access your medical record via the NHS App. If you are unable to do this, please contact reception who will provide you with a Subject Access Request form.

Patient Participation Group (PPG)

Our patient participation group act as a bridge between patients and the surgery. Typical roles include:

- Giving feedback on patient experience
- Suggesting improvements to services or access
- Supporting communication between the surgery and the wider community

Our PPG Chair is Maggie Hardy who is happy to be contacted on corfecastleppg@gmail.com for any suggestions or if you would like to get involved.

Friends of Corfe Castle Surgery (FOCCS)

The Friends of Corfe Castle Surgery are a group of volunteers providing transport to and from the surgery or hospital for our patients. They are also available to collect prescriptions for our housebound patients. The service is run primarily on voluntary donations from patients.

FOCCS welcome additional volunteer drivers, if this is something you are interested in being involved in, please contact Kathy Morris, Chair, on 01929 425890.

Our Commissioners

Corfe Castle Surgery is commissioned to provide contracted services by NHS Dorset Integrated Care Board.

For more information visit: www.nhsdorset.nhs.uk

Zero Tolerance

Our team enjoy working in a kind and respectful environment. Anyone found to be abusive towards staff in person or over the telephone will be asked to leave the surgery.

Feedback and Complaints

Feedback can be given using our 'Friends and Family Test'. This is a simple form available on our website or from our reception team. You are also able to submit feedback via text following an appointment.

If you have a complaint, we aim to resolve this directly with you over the telephone. Should you wish to formalise a complaint, a letter can be written for the attention of our Practice Manager.

Useful Numbers

Audiology	0300 303 8640
Citizens Advice	0800 144 8848
Dental Services (Emergency)	111
District Nurses Out of Hourse	0300 3690530
District Nurses Swanage	01929 475134
District Nurse Wareham	01929 550784
Dorset County Hospital	01305 251150
Dorset Register Office	01305 225153
Emergency Eye Unit (Bournemouth) Opt 5	0300 019 1515
Family Planning/Emergency Contraception	0300 303 1948
Friends of Corfe Castle Surgery Transport	01929 425890
Health Visitor	01929 557593
Midwife (Poole)	0300 369 0388
NHS Dorset	01305 368900
NHS 111	111
Poole Hospital	01202 665511
REACH Drug & Alcohol Services	0800 043 4656
Royal Bournemouth Hospital	01202 303626
Samaritans	116 123
Social Services/Adult Social Care	01305 221016
Steps2Wellbeing	0800 484 0500
Swanage Hospital	01929 422282
Wareham Hospital	01929 552433