Westbourne Medical Centre
Patient Information Booklet

This booklet is updated regularly but the most recent information will always be found on our website.

Address	Milburn Road, Westbourne, Bournemouth, BH4 9HJ
Telephone	01202 752550
Website	www.westbournemedical.com
Online Form	https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=J81014
Facebook	www.facebook.com/WestbourneMedicalCentre
X	www.x.com/WMC_GP
Instagram	www.instagram.com/westbournemedicalcentre
Linked In	www.linkedin.com/company/westbourne-medical-centre

Working Together

This booklet has been jointly prepared by Westbourne Medical Centre (WMC) and the online Patient Participation Group (PPG).

Version 31
(August 2026)

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Introduction: A Shared Purpose

At Westbourne Medical Centre (WMC) we aim to provide a high standard of healthcare to our patients. We encourage, help, and support our patients to manage their health. This booklet sets out a statement of what you can expect from us, and what our patients can do to maximise their care.

By working together, we can make best use of the resources available to ensure that you receive the health care that you need.

Our Practice is fully committed to providing equal access and treatment for all patients and we oppose all forms of discrimination.

If you have access to the internet, please also familiarise yourself with our website www.westbournemedical.com. It will save you time and provide you with the most recent information regarding our services and links to other healthcare resources.

View guidance on what to expect from your general practice (GP) so you get the best from the national health service on the website below.
www.england.nhs.uk/long-read/you-and-your-general-practice-english/

We encourage you to read this entire document as it will help you to understand the services we offer and how our systems work.

Our Team

Doctors	
Dr Robert Schuster Bruce	BSc Hons MBBS MRCP DRCOG FRCGP Dip Occ Med
Dr Gareth Edwards	BSc MBBS DFFP DRCOG MRCGP
Dr Kenneth Gallimore	MBBS MRCGP
Dr John Myles	MBChB MRCGP DCH Dip Derm
Dr Neil Raha	MBBS MRCGP MRCS
Dr Tom Linton	MBBS MRCP MRCGP DMCC
Dr Gavin Smith	BSc Hons BMBS MRCS MRCGP
Dr Holly Foster	MBChB MRCGP DCH
Dr Kate Dainton	MBBS BSc MRCGP DRCOG
Dr Ute McCrudden	MD MRCGP
Dr Louise Hutley	BM MRCGP DFSRH
Dr Srobona Goswami	MBBS MRCPCH MRCGP DFFP
Dr Victoria Ewing	BM BCh MRCGP DFSRH
Dr Philippa Coull	MBChB MRCGP
Dr Katherine Godfray	MBBCh PGCert MRCGP
Dr Sapna Pandya	BSC HONS BMBS HONS MRCGP
Dr Ayobami Ogungbe	GP Registrar Trainee Year 3
Dr Nkechinyere Okonkwo	GP Registrar Trainee Year 3
Duty Team	
Nicola Rowswell	Advanced Practitioner MSc (modules), Independent Prescriber, BSc (hons) Emergency Care Practitioner BSc (hons), RGN Adult, DipHE Nursing Studies.
Sharon Drummond	Advanced Nurse Practitioner
Kirsty Slater	Advanced Nurse Practitioner
Physiotherapy Practitioner	
Diane Turner	First Contact Physiotherapy Practitioner MCSP, ACP, FCP
Medicines Team	
Steve Williams	Lead Clinical Pharmacist, FRPharmS, BPharm, Clin Dip Pharm, MPhil, IPresc
Imane Benriyene-Najid	Clinical Pharmacist Independant Prescriber, MPharm
Archie Boka	Care Home Clinical Pharmacist
Agnieszka Dunat	Senior Pharmacy Technician
Kim Watson	Practice Pharmacy Technician
Fiona White	Practice Pharmacy Technician
Frailty Team	
Janet Pickering	Care Co-ordinator, RGN, District Nursing
Lorraine James	Frailty Advanced Nurse Practitioner
Seetha Vinod	Trainee Advance Nurse Practitioner, RGN, BSc Hons Adult Nursing
Nursing Team	
Adrienne	RGN Dip Triage Dip Family Planning
Jo	RGN BSc hons Adult Nursing, MSc Health Psych, Non-Medical Prescriber.
Laura	RGN, RM BSc Advanced Nurse Practitioner, BSc Diabetes, ENB 998, Diploma Asthma and COPD, Independent and Supplementary Prescriber.
Penney	RGN
Fulmar (Tufty)	RGN
Emily	RGN, BSc Adult Nursing, Trainee ACP
Abbie	RGN
Matt	Mental Health Practitioner

Healthcare Assistants	
Andy	Healthcare Assistant
Julie	Healthcare Assistant
Gemma	Healthcare Assistant
Management Team	
Ian	General Manager
Ashlea	Practice Manager
Marcio	HR + Facilities Manager
Sacha	Finance Manager
Tyne	Quality Improvement Manager
Vicky	Service Manager
Other Staff	
Claire	Patient Advice and Liaison Officer
Julie	Health and Wellbeing Coach
Patient Coordinators	Team of 11 (Formally known as Receptionists)
Admin Support	Team of 16
Prescriptions Clerks	Team of 3
IT Support	1 Staff Member

Contacting the Surgery and Making an Appointment

Please note, the below information is correct at present and may be subject to change in the event of new requirements or restrictions.

Reception Opening Hours

Monday	08:00 - 18:30*
Tuesday	08:00 - 18:30*
Wednesday	08:00 - 18:30*
Thursday	08:00 - 18:30*
Friday	08:00 - 12:00 14:00 - 18:30*
Saturday and Sunday	CLOSED

* Please note that from **17:30-18:30** the Surgery is open for pre-booked appointments only.

- The telephones lines are open Monday-Thursday between **08:00-13:00** and **14:00-18:30.** Friday **08:00-12:00** and **14:00-18:30**.
- Enhanced access to General Practice:
  - Monday and Tuesday **18:30 - 20:00** (pre-booked appointments only).
  - Saturday **09:00-13:30** (pre-booked appointments only).
  - Early morning blood tests from **07:30** onwards (pre-booked appointments only) you can access the practice via the **2nd side door in the car park**.

What to do in an emergency

For **medical emergencies** where the situation is **life-threatening**, call **999**.

Out of hours

If you urgently need medical help or advice when we are closed but it is **not a life-threatening** situation, please phone the NHS Out of hours service on **111**.

Contact us online

SystmConnect is the Online Consultation tool that we use to triage requests. It is designed to enhance patient access, improve practice efficiencies, and signpost patients to the right place. Link- https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=J81014

Please note that SystmConnect is only available between 08:00-18:30 on weekdays.

Contact us by phone

If you have **no internet access** to complete the online SystmConnect form, please phone WMC on **01202 752550.** You will be connected with a Patient Coordinator, who will ask you questions in order to assist you. We understand that some patients wish to discuss their details with a Doctor or attend a face-to-face appointment only, however our triage process ensures that we are efficient with the individual needs of all patients and enables us to organise the time, care and treatment you need more quickly. Please cooperate fully with our Patient Coordinators while they ask their questions, as they are vital for the effective operation of our services.

Car Park

Our car park is for staff only (permit holders) Monday to Friday 07:00-18:00
Any unauthorised vehicles will be issued a parking charge- ANPR camera in operation.
The public can pay to use the car park during these times only Monday to Friday 18:00-07:00, Saturday and Sunday all day, more information on the signs located in the car park.

What to do if you are unable to attend an appointment

If you need to cancel or change an appointment, please let us know as soon as possible so that we can use your appointment for another patient. You can cancel this online, on the reminder text sent to you or phone us on **01202 752550.**
Due to an increase in the number of wasted appointments, patients that repeatedly fail to attend appointments, may be removed from this practice list, and will be required to find an alternative Doctor.

What to do if you are unable to attend the surgery

We appreciate that you may be **housebound** by illness, frailty, or are terminally ill and are unable to get to the surgery and under such circumstances we are able to visit you at home. Please telephone **01202 752550 before 10:30** and give as much information as possible so the Clinician can prioritise their visits. Home visits are only available for patients that live within our catchment area.
However, we strongly encourage our patients, especially children, to attend the Medical Centre where, with the benefits of a fully equipped surgery, we can get a quicker assessment and provide a better standard of medical care. We believe that it is important to examine patients under ideal clinical conditions with all the necessary equipment and facilities to hand.

Important information about our services

Please do **not** come to the surgery in cases of **diarrhoea** or **vomiting-** online or telephone advice can be provided.

We offer a personal list system with a nominated Doctor in charge of your care. Your care may be delivered by a multidisciplinary team; for example, additional specialists who have all been specifically trained in their field and will be able to provide the appropriate advice.

All patients are provided with a **10-minute appointment**, unless otherwise agreed. Due to the unpredictable nature of medical care, the Clinician may run late while meeting the immediate needs of other patients. We will aim to keep you informed of any delays greater than 30 minutes.

Video Recording of Consultations

We are a GP Training Practice as part of this, Clinicians might make recordings of their consultations with patients to help improve both their consultation and communication skills. The Clinician will always request written consent before your consultation is recorded, under no circumstances would we record examinations where removal of clothing is required. After the consultation, you will need to sign the consent form again to say that you are still happy for the recording to be used for training purposes. If you do not want your consultation recorded, please let us know. This is entirely your choice and will not affect your health care.

Chaperones

All patients are entitled to have a chaperone present during any consultation, examination, or procedure. Clinicians may advise patients that a chaperone is necessary during any intimate examination; this is to safeguard both the clinician and the patient. Staff members have undertaken chaperone training. Family and friends are not permitted to act as chaperones.

Additional services available at WMC

Clinical Pharmacist - Our Clinical Pharmacists, Steven Williams, Imane Benriyene-Najid and Emily Harrison are medicines experts who help patients get the most benefit from their medicines, in particular older patients coming out of hospital and those with long-term conditions. They also work with the GPs and Patient Coordinators to improve the quality and safety of medicines usage at the practice, for example, the repeat prescription. More information can be found in this YouTube video https://www.youtube.com/watch?v=zKkVZWXfwFA

Skin Surgery - We provide a weekly skin surgery clinic offering surgery for:

- Problematic Sebaceous Cysts and Benign Skin lesions
- Troublesome ingrown toenails
- Diagnostic Skin Biopsy service
- Excisions of certain Basal Cell Skin Cancers

We are fortunate to have highly skilled and dedicated staff:

- Skin Surgery Practitioners - Dr Robert Schuster Bruce, Dr Neil Raha, Dr John Myles
- Skin Surgery Clinic Assistants- Andy, Abbie, Julie, Gemma
- Skin Surgery Clinic Coordinator- Carol

We also have an Audit team who look at diagnostic accuracy and excision margin clearance for skin cancers. All positive skin cancer cases are discussed at the Multi-Disciplinary Team Skin Cancer network at Poole Hospital, as part of our ongoing quality assurance programme.

Health and Wellbeing Coach - Our Coach, will support patients to develop the knowledge, confidence, and skills to manage their health and the impact it has on their day-to-day life by way of goal setting. They work within our Primary Care Network (PCN) and the wider community providing coaching to people with non-clinical needs, including carers.

GP surgeries and local healthcare provision for Care Home Residents

All care homes in our area have been aligned to an appropriate Primary Care Network (PCN) and a GP surgery within our PCN. Westbourne Medical Centre is part of the Poole Bay & Bournemouth PCN. When you or your relative move to a care/nursing home, the team at the care home will know where to register a new resident.

Research

Westbourne Medical Centre is an active research practice- part of The Dorset Primary Care Clinical Research Group. This means that we conduct research aiming to provide benefit to our patients. The trials are either funded by National Institute of Health Research (NIHR) or by commercial companies. We work with our local Clinical Research Network (CRN Wessex) who help support us in our research. We also work closely with The Adam Pratice.

Non-NHS fees

Some services fall outside the scope of the NHS contract and therefore there is a fee charged for non-NHS work to cover the GP's cost for providing the service. For example, medical reports for insurance agencies, medicals for pre-employment, sports and driving requirements.

Our full list is provided on our website- www.westbournemedical.com/services/price-list/

Medical Record

Once you are registered on our clinical system your electronic medical record will be transferred to us from your previous practice these will then be summarised. Your paper medical record takes a while before it reaches us but please be assured one we receive it we will also summarise this onto your electronic medical record.

Making the most of your appointment with the Clinician

Prior to your appointment we encourage you to briefly write down your thoughts and expectations for the consultation. You may wish to use the form below or simply think carefully about what you wish to say to the Clinician.

Pre-consultation planning

Be honest about what you think may be causing the problem and don't be embarrassed. Be clear about what action you expect from the Clinician, such as if you want to be referred to a specialist, you would like to request some blood tests or to consider a different prescription medication for example.

Once the Clinician understands your concerns, they will look to answer your questions and work with you on the next steps for your care, tests, or treatment as appropriate to your needs. If a different course of action is recommended, you will be consulted at your appointment.
The form is on our website: www.westbournemedical.com/appointments/pre-consultation-planning/

Prescriptions

Prescription requests cannot be taken over the phone. This is our practice policy to safeguard patients from errors in prescribing. Your options for obtaining a prescription are detailed below.
If you have a query regarding your prescription phone us between 10:00-12:00 on 01202 752550, press OPTION 1 and leave a voicemail with your information, we will review your request within 24 hours.

Repeat Prescriptions

Patients on regular medication usually do not need to see a Doctor to request a repeat prescription.

Routine repeat prescriptions should be ordered Online, ideally via the NHS App or SystmOnline/Airmid. If you are not digitally able, please tick your re-order form and hand into the surgery.

We aim to process requests for repeat medications within **3 working days** from when we receive them. Prescriptions are electronically transferred to your nominated pharmacy. You should allow 48 hours for the pharmacy to process the prescription before collecting your medication. (Pharmacy processing times may vary.) You must take responsibility for ordering your medication (or delegate someone to do it for you) particularly allowing for weekends/ bank holidays etc.

Non-repeat prescriptions

You may have had items issued before, but they have not been added to your repeat list for regular prescribing. These medications will need to be checked and authorised by a Doctor or Clinical Pharmacist. Consequently, this process takes longer, and your request will be reviewed and issued if appropriate, within **5 working days**.

Non-repeat prescriptions can be ordered online or at the front desk by completing a non-repeat prescription form.
Where possible, all prescriptions will be issued electronically to your nominated pharmacy.

Prescriptions on Hospital Advice

Hospital Consultants may advise that you should start a new medication or change a dosage. If the medication is urgent, the hospital Consultant should give you a prescription to obtain the medication from the hospital pharmacy. For non-urgent changes where you are not given a prescription in the hospital, your GP must wait for written confirmation from the hospital regarding the medication change. Please be aware that it can take up to **ten working days** for letters to be received in the surgery, these letters then need to be processed in the surgery before being sent to your GP.

Additional information about prescriptions

Guidance on prescribing for overseas travel- When a patient travels abroad, provision of medicines for the treatment of existing long-term conditions may be provided at NHS expense for up to 3 months. If a patient is travelling abroad for longer than 3 months, they are expected to arrange for an alternative supply of medicine at their destination or via a private GP provider locally.
In addition, the practice will not routinely prescribe Sleeping tablets / Anxiety medication pre flights.

Generic Medication - All medications will be prescribed by their generic name as opposed to the brand name unless there is a specific indication. Generic medications contain the same active ingredient.

Expired Medication - If you have medication, you no longer need or that have gone past their sell-by date, you should return the medication to a pharmacy.

Nominated Pharmacy - If you have nominated a pharmacy, all your prescriptions will go to that pharmacy by default unless you request otherwise. You can inform us of your choice when you register or change this online via the NHS App.

Self-Care - You are encouraged to keep a stock of basic medicines at home in a safe place and away from children. It is helpful to have items such as basic painkillers, digital thermometer, antacids, anti-diarrhoeal medication, and plasters at home for minor ailments. The NHS is not responsible for providing these basics and increasingly, NHS Dorset is instructing GPs not to issue medicines for self-care on prescription. These medicines should be purchased by patients and not prescribed. We would also encourage you to seek advice about minor ailments from your local community pharmacy and to purchase a blood pressure monitor and pulse oximeter (sats probe) if you have long term heart or lung conditions.

Online Services + Apps

The NHS App allows you to manage your healthcare online any time at home, even when the surgery is closed.

NHS App enables you to:

- View or cancel appointments
- Order repeat prescriptions
- View your GP medical record
- Manage your data sharing preferences
- Change your nominated pharmacy

14,076 (over 66%) of our patients are already signed up. By using the NHS App, we hope for you to be more in control of your health and well-being. If more patients register for online services, our phone lines will become more accessible to those who need urgent help from us.

To register for online services, collect a form from reception or download one from our website once you have completed the form, please return it in person along with photographic ID to reception.
https://westbournemedical.com/services/online-services/

More information can be found here- www.nhs.uk/nhs-app/nhs-app-help-and-support/

Note: Online access is not currently available for children between 11 - 16 years of age.
Parents can obtain basic proxy access between the ages of 0 - 11.

Referrals

Clinically urgent referrals to other health and social care agencies will be made **within 1 working day** of your consultation. Where requested, our GPs can refer you to a private health provider.

We will aim to process non-urgent referrals **within 5 working days** of the patient's consultation or the Doctor's decision to refer. Please also note:

- Your GP has no control over the waiting time at the hospital. For hospital waiting times you can visit www.myplannedcare.nhs.uk/swest/university-dorset
- When the Clinician refers patients for suspected cancer or if they would like to rule out cancer, Patients should be seen within 28 days of referral. Treatment should start within 62 days of referral.

If you have a query relating to your outstanding referral, please phone us on 01202 752550 between 09:00 and 16:00 then press OPTION 2.

Diagnostic Tests

X-rays

If the Clinician has requested an x-ray, you should receive a notification on your mobile phone asking you to wait 2 hours before contacting the local hospital to make an appointment.

Urine and stool tests

The specimen containers for these tests are situated in a box on the wall opposite the toilets. All samples must have a printed label with a barcode **(do not put it into the box without a label)** speak to Patient Coordinators for more information. If this is not done, the laboratory will reject the specimen, and it will have to be repeated.

All samples must be returned to us by 15:30, Monday – Friday.

Blood tests

Once the clinician has requested your blood test you can:

- If you are sent a self-booking please click the link to book an appointment
- Go to the front desk and book an appointment
- Phone us 01202 752550 to book an appointment

Westbourne are only able to offer blood tests for patients over the age of 14, Poole Hospital Children's department 0300 019 2383 provide a service for children under 14.

Results

Most routine blood test results will be available within one week. X-ray results often take more than two weeks to get back to us. We will contact you if a result comes back indicating further action.

The quickest way to view your test results is online via the NHS App. If you do not have online access, you can phone us for results after **11:00**.

If a test has been arranged by a hospital Consultant, the result goes back to that Consultant, and it is their responsibility to follow up. Often, we are not sent a copy of the results. If you have any queries, please contact the hospital directly and ask to speak to your Consultant's secretary.

Patients' Rights - Patients have the right to:

- Be registered with a General Practitioner and receive medical and nursing treatment on a booked appointment basis.
- Receive urgent care from the practice during the hours that the practice is open from an appropriately trained Clinician. Outside of these hours, patients should telephone 111 to access non-emergency medical care.
- Change General Practitioner. If you would like to change your Doctor, please submit a request in writing. To preserve continuity of care, the practice has a policy of permitting one change of Doctor within the practice, but we cannot always accommodate requests to move to a specific Doctor. We are unable to accommodate a second change of Doctor.
- Receive appropriate prescriptions based on local or national guidance and sources such as the British National Formulary (https://bnf.nice.org.uk/) published by the National Institute for Health and Health Excellence (NICE).
- Be referred to a specialist if the Clinician agrees that there is a clinical need. This will be guided by local and national protocols.
- Be involved in decision making regarding their health care.
- View their medical records subject to the Data Protection Act 2018. (Please note that you can view your own record online and with permission you can view the records of those you care for.)
- Confidentiality and to always be treated with respect by the practice staff.
- Give feedback both positive and negative. The practice has a complaints process. Please let us know if you have concerns or wish to make a complaint, you can email: patient.complaints@dorsetgp.nhs.uk

Patients' Responsibilities

We aim to be able to work effectively with our patients to provide a high standard of care for all. To help to achieve this goal, we need to work together, and we ask that our patients take their share of responsibility in the following ways:

- We request that all practice staff are treated with courtesy and respect. We have a "zero tolerance" policy towards violent and verbally aggressive or abusive behaviour in person or on the telephone. Such behaviour may result in a warning, removal from the practice list or involvement of the police.
- Please let us know if you change any of your details including your name, address telephone number and email address so that we are able to contact you with information regarding your care.
- Appointments are for one patient only. Please book a separate appointment for other family members if required.
- Appointments are around 10 minutes long unless otherwise agreed. Please plan what you would like to discuss, using the form on page 8, prior to your appointment and wear appropriate clothing if you anticipate the need for an examination. More than one concern may be discussed during the appointment at the Clinician's discretion but please be prepared to book a further appointment for other concerns.
- Please arrive on time for appointments. If you arrive late, we may not be able to accommodate you.
- Please familiarise yourself with our appointment and prescription system, best times to contact the surgery and obtain test information.
- Please cancel appointments if you cannot attend. By doing this, the appointment can be used by another patient.
- Please be aware that Clinicians will aim to begin surgeries at the appointed time and any delays will be due to unforeseen circumstances and medical necessities.
- Under certain circumstances we can offer home visits (see page 6).
- Please see a Dentist when appropriate. Doctors are not able to treat dental problems. Please contact your Dentist or phone 111 if you need urgent treatment.

You and Your General Practice

View guidance on what to expect from your general practice (GP) so you get the best from the national health service on the website below or scan the QR code.
www.england.nhs.uk/long-read/you-and-your-general-practice-english/

Privacy Notice Summary

This privacy notice summary does not provide exhaustive details of all aspects of the collection and use of personal information by Westbourne Medical Centre. For more information about who we share information with, the purpose of information sharing, our lawful basis for processing data, and information about your rights as a data subject, please see the full Privacy Notice on our website.

What type of information do we hold about our patients?

We collect and process the following information about our patients:

- identity details – name, gender, sexual orientation, date of birth, NHS number;
- contact details – address, telephone, email address;
- 'next of kin' details – the contact details of a close relative or friend;
- details of any carer you may have, or anyone you care for;
- details of any appointments with the GPs and nursing staff;
- reports from secondary care of any A&E visits, inpatient stays or clinic appointments;
- results of any scans, X-rays and pathology tests requested;
- details of any diagnosis and treatments given;
- details of any longstanding health concerns and conditions;
- details about your health, treatment and care and other relevant information from health professionals, care providers or relatives who care for you;
- information about any allergies;
- information about any DNAR decisions and any living wills that we know of;
- correspondence from other Health and Social Care providers that provide you with services.

We work with a number of Health and Social care organisations and independent treatment centres in order to provide you with the best possible care and options for treatment. Your information may therefore be shared securely to provide continuity of care.

Sharing patient information

We know that good communication with other healthcare professionals involved in your care is beneficial to you, and so we work closely with many organisations in order to provide you with the best possible care. This means that if another healthcare professional or service is involved in your care, it might be appropriate to share information with them in order for you to receive the necessary care.

Your information will be shared between those involved in providing health care services and treatments to you. This includes doctors, nurses and allied health professionals, but may also include administrative staff who deal with booking appointments or typing clinic letters.

Access to information is strictly controlled and restricted to those who need it in order to do their jobs. All of our staff receive annual mandatory training on confidentiality and data security and also have strict contractual clauses within their employment contracts which oblige them to respect data protection and confidentiality.

Summary Care Record (SCR)

We share your important healthcare information with other healthcare professionals in England when they provide you with direct care, such as emergency care or referral to a specialist service. This reduces the risk of things like adverse medical reactions or delays in urgent care.

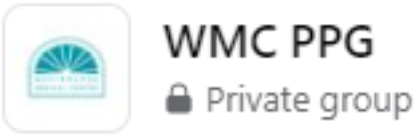
Your SCR contains details of your medicines, allergies and adverse reactions, illnesses, health problems, past operations and vaccinations.

You can choose not to share your SCR. However, this will mean healthcare professionals will not have access to important information about your healthcare.

- If you do not want to share your SCR, contact Reception.
- If you are happy with your SCR being shared you do not need to do anything.

Get involved! Have your say!

Any patient of Westbourne Medical Centre can join Facebook Group- WMC PPG



The Patient Participation Group (PPG) is composed of over 300 volunteer patients via an Online Facebook Group

The basic aim is to support and promote the best possible healthcare for all patients at the practice by:

- Acting as a 'voice' for the patients, to convey their wishes and concerns to practice staff
- Improving communications, including the use of online services
- Contributing to, and keeping informed about, practice decisions
- Encouraging and supporting preventative medicine and healthy lifestyle choices for patients
- Supporting the practice in its strategic development within the overall framework of healthcare in Dorset, working with other PPGs as appropriate.