

Phone Advice Lines

Child Line 0800 1111
Eating Disorders 0845 634 7650
Marie Stopes 0845 300 8090
Samaritans 08457 909 090



If you would like to find out more about the services we offer or how to access medical advice talk to one of our team in confidence

OUR VISION

“A centre of excellence delivering high quality care where patients and staff choose to be”



Young Person's Guide

Patient Information Leaflet

Park Road Surgery
143 Park Rd, Camberley GU15 2NN
Phone: 01276 670056

Old Dean Surgery
Berkshire Rd, Camberley, GU15 1DP
Phone: 01276 29119

Heatherside Surgery
73 Cumberland Rd, Camb, GU15 1SE
Phone: 01276 64758

Website: www.parkroadsurgery.co.uk

The Doctors

Dr Andy Brooks
Dr Mark Pugsley
Dr Julia Katok
Dr Jackie Anderson
Dr Paul Atherton
Dr Ravneet Mangat
Dr David Riley
Dr Cherry Sudall
Dr Carmel Kelly
Dr Rebecca Ogilvie
Dr Ramona Knox
Dr Lisa Brigstoke
Dr Rupam Mangat
Dr Sarah Leno



The Practice Management Team

Practice Mgr Miss Netty O'conor
Deputy Mgr Mrs Tracy Freeman
Operations Mgr Mrs Sharon Aslett
Patient Services Mgr Mrs Karen Spittle

Nurse Team

Jo Marshall - Clinical Manager
Suzie Cimelli
Linda Gilbert
Sacha Kendall-Woods
Claire Rattenbury
Tracy Stretton
Annemarie Brown
Annabel Gaymer
Emily West
Vicky Smith - Phlebotomist
Gloria Wiseman—Phlebotomist

Paramedic Practitioners

Chevonne Horner
Michael Fuller
Mike Slatter
Karen Mason

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Here to listen, not to tell

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about your visit, but we won't. The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from very serious harm. We would always try to discuss this with you first.



If you are being treated elsewhere – for example at a hospital– it is best if you allow the doctor or nurse there to inform the practice of any treatment you are receiving. If you have any worries about confidentiality, please feel free to ask a member of the surgery staff.

Stop Smoking

Call NHS Stop Smoking Helpline Free 0300 123 1044 Or go to <http://www.quit.org.uk/youth-services#quitbecause-contact>

Online Services

Register Online - NOW YOU CAN BOOK YOUR APPOINTMENTS ONLINE

Patient Access is the convenient way to book appointments and order repeat prescriptions. Once registered for this service you can:

Book / Cancel appointments with a doctor 24/7
View, order and track repeat prescriptions
View aspects of your Medical Record including test results

Ask at reception for details

Opening Times

Park Road Surgery:
Monday to Friday 8am to 8pm

Old Dean and Heatherside Surgeries:
Monday, Tuesday, Thursday and Friday 8am to 6pm
Wednesday 8am to 1pm

When Old Dean and Heatherside surgeries are closed, patients can call for advice or book an appointment at the Park Road site.

Out of Hours

A doctor is always available (24 hours, every day) for urgent medical advice or consultation. When the surgery is closed, patients should call the NHS 111 service by dialling **111**. All calls are free from landlines and mobile phones.



NHS 111

A simple, free to call, easy to remember, 3 digit number that is available 24 hours a day, 365 days a year

If you need medical help fast but its not life-threatening situation, you can now call the new NHS 111 number.

When should you use it?

- When its not a life threatening situation and, therefore, is less urgent than a 999 call.
- When you cannot see your own GP, for instance when we are closed or you are away from home.
- When you feel you cannot wait or are simply unsure which service you require.
- When you require reassurance about what to do next



Services the surgery can offer in confidence:

Contraception

We offer a full range of contraceptive and sexual health advice, including emergency contraception. Just make an appointment with a doctor. If you've had unprotected sex or the condom broke, emergency contraception (usually in pill form) can be taken up to 3 days afterwards. It's more effective the sooner it's taken. However, an IUCD can usually be fitted up to 5 days afterwards, which can still prevent pregnancy. Emergency contraception is available free from a doctor, from NHS Walk-in centres, from most sexual health clinics or you can buy it at most chemists if you're over 16.

Health and Lifestyle advice

Our trained nurses can offer advice on all aspects of lifestyle during 1 to 1 appointments where you can discuss:

- ◆ Dietary advice
- ◆ Drug and alcohol advice
- ◆ Smoking cessation advice including 'quit smoking' clinics
- ◆ Travel advice and vaccination clinics

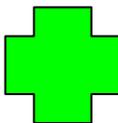
Surrey Young Carers (under the age of 18)

If you're under 18 years of age and care for a loved one. Please inform your GP or contact Action for Carers Surrey on 0303 040 1234 for support and information.



Pharmacists

Give advice on common complaints, such as coughs, colds, flu, sore throats, aches and pains. They can also answer any questions about medicines and other issues, such as healthy eating and giving up smoking. Your pharmacist can advise you when your symptoms are more serious and may suggest you visit your GP. You can talk to your pharmacist in confidence – even about the most personal symptoms – and you don't need to make an appointment



Sex and Relationships

Sexwise – Helpline 0800 28 29 30

This is a free and confidential advice line on sex and your relationships and contraception.

Youth Advisory Clinics

Sexcare Aldershot, Aldershot Institute, Station Road, (above Pram Shop), Aldershot. Tel: 01252 318888
Monday – Friday 8am–6.30pm

Woking Youth Advisory Clinic

Woking Community Hospital, Heathside Road, Woking. Tel: 01483 714160
Advice and supply of all contraceptive methods for men and women, free condoms, advice on STI's, cervical smear tests and unplanned pregnancies.

eConsults

Advice from your GP online 24 hrs a day. You are now able to consult online with a GP with a response no later than the end of the next working day.

How it works:

1. Visit our surgery website www.parkroadsurgery.co.uk
2. Click “consult online”
3. Select self-help or consultation options

We will respond to all eConsults by the end of the next working day

Counselling

A FREE and CONFIDENTIAL service for young people 12-24 in West Surrey and North East Hampshire

Tel: **0845 600 2516** (24 hour answer phone)

E-mail: youthcounselling@gwpct.nhs.uk

What do you mean by 'counselling'?

Counselling means giving you the time & space to talk in a non-threatening supportive & understanding environment about issues that concern you.

What sort of 'issues' do you mean?

Relationships, families, drugs, pregnancy, sexuality, stress, bullying, feeling low, depression or anything else that worries you.



Drugs & Alcohol Advice

Catalyst: Surrey Alcohol & Drugs Advisory Service

01483 590150

14 Jenner Road, Guildford

16 year olds and over: counselling, assessment & advice on drugs, alcohol or related medical health issues – you or someone you know.

9am-8pm Mon+Thu

9am-5pm Tue, Wed, Fri



SURREY YOUNG PEOPLES SERVICE

01737 773482

SYPS, Gove Hill House, 1 – 5 The Pavement, Brighton Road, Redhill
Free Confidential Service – anyone up to 18 years seeking information, advice and counselling support for problems caused by drug & alcohol use.

9am-5pm Monday to Friday