

Burdwood Surgery

Wheelers Green Way
Thatcham, Berkshire, RG19 4YF



Tel: 01635 868006
E-mail: burdwoodsurgery@nhs.net
Website: www.burdwoodsurgery.nhs.uk

Young Persons Information Leaflet

When you are young, your parents/carers are usually involved in your healthcare. They may make decisions for you and speak to health workers on your behalf. As you get older you have more rights and you can decide if you want your parents to be involved or not.

This information leaflet has been designed specifically for young people to let you know about the services we offer at Burdwood Surgery and how to access them.

Confidentiality

We are here to listen, not to tell.

We aim to provide a confidential service to all our patients, including under 16s. This means that you can tell others about this visit, but we won't. Even if you are under 16, nothing will be said to anyone – including parents, other family members, care workers or tutors – without your permission.

If there are particular things you do not want shared, tell your GP.

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 have any worries about confidentiality, please feel free to ask a member of staff.

Online Access – GP Online Services

You may register to book appointments, order repeat medications and view your medical record online via GP Online Services.

As a child, your parent or guardian may have requested and been granted access to your records. If so, this access has now been disabled. Please contact us if you would like to register for this service.

The Doctors

All patients have a named GP who is responsible for their overall care. Please contact us if you would like to know who this is. You are free to make an appointment with your named GP or any doctor that you choose: Dr Michael Morgan, Dr Bal Bahia, Dr Pete Osborne, Dr Xanthe Phillips, Dr Colborne or Dr Field.

The Healthcare team

Our practice nurses are: Allison Pocock and Julie Noble. We also have three healthcare assistants: Yvonne, Diane and Tracie.

The nurses run their own clinics on things like Health promotion (including advice on diet and exercise), advice concerning foreign travel, ear syringing, blood checks, dressings and general nursing advice.

How to make an appointment

The Surgery is open from 8.00-6.30pm Monday to Friday and 2 Saturdays a month. We are also open every Sunday morning for pre-bookable appointments only. Please see our website for more information:

<https://www.burdwoodsurgery.nhs.uk/opening-hours/>

You can book an appointment by ringing the surgery, coming here in person or through the My GP app. The receptionist will probably ask you who the appointment is for and why. This is to ensure you see the right person.

If it is a personal matter, you do not need to tell them why, just say it is something personal. You can also ask to see a male or female doctor if this would make you more comfortable.

Morning surgeries: 8.30-11.30am

Afternoon surgeries: 2.00-5.45pm

Can I see a doctor by myself?

Yes you can, there is no reason why you can't. Your doctor might want to find out why and might encourage you to tell your parent/carer. They should try to understand how you feel if you don't want to.

What happens if I don't like my doctor?

Most doctors are great at what they do and care about their patients however there are times when someone might not feel comfortable or get on with their doctor. You are always able to ask to see someone else. This might not be straight away and you might have to re-book your appointment so it is better to say as soon as possible.

Home Visits/ Out of hours/Emergency

We would ask you to come to the surgery whenever possible, in order to take advantage of the facilities here. If you are too unwell to do so, please call the surgery; we can arrange for a doctor to talk to you and, if necessary, arrange a home visit. Please call before 11am if possible, so the doctors can plan their work efficiently.

When the surgery is closed, your call will be transferred automatically to the out of hours service '111' **EMERGENCY:** Minor casualties can be seen and dealt with at the surgery, but more serious problems will be transferred to Newbury, Reading or Basingstoke Hospital. Please telephone for advice.

Prescriptions

If you require regular medication you will be issued with a repeat prescription. When you need more medication you can request it via the website,

<https://www.burdwoodsurgery.nhs.uk/digitalpractice/medicines-and-prescriptions>.

Or alternatively, tick what you require on our repeat prescription form and drop it in to us. There is a box for repeat prescriptions.

It will take us 2 working days to have your prescription ready.

Going away to College/University

If you need to see a doctor when you are away at college/university you may need to register with a GP near to your college/university. You can still come to us for medical care during the holidays; this is called 'temporary registration'. We can issue prescriptions for you then as well.

Other Local Young Person's services

These are available on our website, please visit:

<https://www.burdwoodsurgery.nhs.uk/digitalpractice/advice-and-help>

Data sharing opt out is explained on our website at

<https://www.burdwoodsurgery.nhs.uk/practice-information/data-sharing-and-confidentiality/>

Can you please read the details carefully and if you are happy for your information to be used in this way you do not have to do anything.