

# DORKING MEDICAL PRACTICE



at New House, Hillside &  
Riverbank Surgeries

Dr MB Qureshi  
Dr AJ Beattie  
Dr V Sagar  
Dr N Peppiatt  
Dr ME Trubshaw  
Dr N Dhoul  
Dr JR Allfrey  
Dr J Thompson  
Dr A Al Beyatti  
Dr R Daemi  
Dr J Lane  
Dr S Loveless

## Reallocation of Dr Guilder's registered patients

You may be aware that in October 2018 Dorking Medical Practice merged with Dr Thomas Guilder's practice in Westcott. Dr Guilder retired from the merged practice in the summer of this year and I am sure you will join us in thanking him for his long and dedicated service to the NHS.

The transition from a long-serving family doctor is always difficult and ever since the merger of practices we have been in the process of harmonising cultures between our three sites (New House Surgery, Dorking; Hillside Surgery, Boxhill; Riverbank Surgery, Westcott), whilst at the same time retaining focus on holistic and evidence based medical care.

If your registered GP was Dr Guilder, we are in the process of allocating you another named GP. They will have overall administrative responsibility for the care and support that our surgery provides to you. This does not prevent you from seeing any GP in the practice as you currently do, as all your medical notes are available to all of our clinicians.

You do not need to take any further action, but if you have any questions, or wish to discuss this further with us, please contact us on 01306 875577 (Riverbank Surgery) or 01306 881313 (New House Surgery) or via email at [newhouse.surgery@nhs.net](mailto:newhouse.surgery@nhs.net). You will also find some useful information on this website.

Quick Q&A

### **Q: Why did Dorking Medical Practice merge with Dr Guilder's practice?**

A: Dr Guilder had been planning his retirement for several years and in order to retain the provision of medical services in Westcott, both practices decided to merge.

### **Q: Will Riverbank surgery still be able to dispense medication to me?**

A: Yes – if Dr Guilder was able to dispense to you prior to the merger, then Dorking Medical Practice will also be able to do the same. The NHS has strict rules about whom we can and cannot dispense medication to.

### **Q: Why has it taken so long to inform me of my new named GP?**

A: We apologise for any inconvenience this may have caused. Dr Guilder formally retired from the practice at the end of June 2019 and then carried out some ad hoc shifts in July and August. The process of transferring the 2000 patients allocated to him has to be done manually on the computer system and is being done as a matter of priority by our administrative team.

### **Q: Do I have to see my named GP?**

Dorking Medical Practice, New House Surgery, 142A South Street, Dorking RH4 2QR  
[www.dorkingmedicalpractice.co.uk](http://www.dorkingmedicalpractice.co.uk) Tel: 01306 881313 Fax: 01306 877305 Email: [newhouse.surgery@nhs.net](mailto:newhouse.surgery@nhs.net)

A: Your named GP is for administrative purposes only, and you are free to see any GP of your choice. Having a named GP helps the practice equally distribute administrative workload to the clinicians. Your named GP will of course be happy to see you if you wish.

**Q: Why isn't there just one GP present at Riverbank Surgery throughout the week?**

A: Over the past 5 to 10 years General Practice has evolved, meaning that most GPs work in practice part-time and have other work or personal commitments during the week. Other work is usually still healthcare related, such as training GPs, doing specialist clinics in hospital or helping Commissioners plan health services for large population groups. We feel this does have the advantage that the GP you see may be able to utilise this varied experience to help with your care.

**Q: Is the surgery doing anything to help with continuity of care and familiarity?**

A: Yes – Doctors Dhoul, Loveless and Qureshi will be carrying out the majority of the clinics at Riverbank Surgery. We have 12 GPs in total and in case of annual leave or sickness, our other GPs will provide clinical cover. All our consultations are recorded electronically and so whichever GP you see will have access to your full medical records.

**Q: How is Dorking Medical Practice regulated?**

A: We are regulated by the Care Quality Commissioner (CQC) and we are proud to announce that following a full inspection in July this year, we were rated as Good across all assessed parameters.

**Q: What services can I expect at Dorking Medical Practice?**

A: We provide the full range of General Practice services across all 3 of our sites. We are fortunate to have an experienced clinical team consisting of 12 GPs (4 GP partners and 8 Associate GPs), 4 Practice nurses, 3 Healthcare Assistants and 1 Phlebotomist. We are also able to offer advice and appointments with our in-house Musculoskeletal Practitioners, Clinical Pharmacists and Midwife.

**Q: Do you provide any other medical services?**

A: We are also able to offer the following enhanced services:

- Extended hours (evening and weekend surgeries) – available Monday to Friday 6.30pm to 9pm, Saturday 9am to 1pm, and Sunday 9am to 1pm. You will either be offered an appointment with a GP or nurse at our main site in Dorking or another practice within Dorking.
- Specialist clinics in Contraception and Gynaecology
- Access to GPs with specialist interests in Cardiology, Dermatology and Diabetes.
- In-house specialist Diabetic Nurse
- In-house specialist Respiratory Nurse for Asthma and COPD
- In-house wound specialist Nurse
- Travel clinic, family planning services and childhood immunisations
- The practice is also involved in running the local rehabilitation ward in Dorking Hospital and leads on the Community Medical Team

**Q: I have heard that you are a GP Training practice, what does this mean?**

A: We are committed to the education of future doctors. This requires us to achieve specific performance indicators that demonstrate high quality standards of medical care. We currently have two GP Trainees, both of whom are fully qualified doctors and are supervised by more experienced GPs within the practice.

**Q: Can I only be seen at Riverbank Surgery in Westcott if I have been registered there historically with Dr Guilder?**

A: We are happy to see you across any of our 3 sites. However, if you are a patient we usually dispense medication to, and then we are only able to do this from Riverbank Surgery.