

Dapdune House Surgery – Patient Information Leaflet

What this leaflet tells you

- Who runs the practice and how it is contracted under the NHS.
- What services you may expect from the practice.
- How to register as a patient
- Repeat prescriptions and how to order them.
- Your rights and responsibilities as a patient.
- How to complain if you are dissatisfied.
- How we communicate information to you.
- The practice boundary

1. Who runs the practice

Dapdune House Surgery, provides general medical services under a contract with NHS England (the "GMS/PMS Contract") for the registration of patients and provision of primary medical care. We are also a teaching and training practice of health care professionals.

Our contract type: **GMS (General Medical Services) / PMS (Personal Medical Services)**.

Contract year: 2025/26.

Our Clinical Team:

General Practitioners

Dr Caroline Sharpe (Partner) MBChB DRCOG MRCGP (2006) MSc
Dr Anna Williams (Partner) MBChB (Hons) MRCGP DCH DRCOG DFFP PGCert
Dr Molin Navamani (Partner) BSc MBBS DRCOG MRCGP
Dr Samuel James (Partner) MBBS MA(Cantab) MRCS MRCGP
Dr James Martin (Associate GP) MBBS, DTMH, DRCOG, MRCGP
Dr Matthew Clapham (Associate GP) MBBS MA (Cantab) MRCGP 2016
Dr Hannah Colley (Associate GP) MBBS, Bsc (Hons) MRCGP
Dr Elizabeth Uttley (Associate GP) MBChB, BSc, MRCGP
Dr Natasha Halliwell (Associate GP) GP, MBBS, DRCOG, DCH

Other Clinical Staff

Ruth White (Advanced Nurse Practitioner) PGDip + Independent Nurse Prescriber, BSc (Hons) Specialist Practitioner, DipHE RN
Lucia Rosellina (Physician Assistant) BSc (Hons), MSc
Iram Anwar (Clinical Pharmacist)
Lucy Cooper (Lead Practice Nurse)
Ilana Anderson (Practice Nurse)
Mandy Hunt (Healthcare Assistant)
Emma Howell (Healthcare Assistant)

2. What services you can expect

Partners: Dr's C Sharpe, A Williams, M Navamani, S James

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Under our contract, we undertake to provide services to registered patients which include:

- Routine general medical care, including diagnosis, treatment and referral where needed.
- Preventative services, health promotion and screening in line with national guidance.
- Out-of-hours care arrangements (either direct or via a provider) as required under the contract.
- Access to care via telephone, face-to-face or online consultation as arranged by the practice.
- Services in accordance with the national contract specification for 2025/26.

We will tell you about any additional services we provide beyond the core contract (e.g., enhanced services, specialist clinics).

If we decide to remove or change a service, we will notify you in advance where possible and publish the change. Note that the practice premises has suitable access for wheelchair users.

3. Register as a patient

- **If you are in the area for less than 3 months**

If you are staying in the area for less than 3 months, you may be able to register as a temporary patient. Contact the surgery to find out if you can register.

- **Before you fill in the form**

- **Find your NHS Number**

The registration form will ask you for your NHS number, which consists of 10 digits. You can find it on a prescription, an appointment letter, or using the <https://www.nhs.uk/nhs-services/online-services/find-nhs-number/>

- **Ensure you have enough medication**

You should ensure you have at least one month's supply of your medication. It can take around a month to transfer your records from your old GP practice. During this time, you may not be able to renew your prescriptions.

- **Using an online form**

You can check if you're eligible and register using an online form.

The registration process takes around 15 minutes to complete. <https://gp-registration.nhs.uk/H81029/gpregistration/landing>

- **Using a paper form**

You can join the practice by filling in a paper form.

You can either:

- download and print <https://gp-registration.nhs.uk/PRF1.pdf>
- get a paper copy from the surgery

When you have completed the form, please drop it off at reception.

It's helpful if you bring or include a copy of your ID. This could be:

- passport
- birth certificate
- HC2 certificate

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- rough sleepers' identity badge
- hostel or accommodation registration or mail forwarding letter

4. Repeat Prescriptions

If you take Medicine regularly, you will usually have a repeat prescription.

This means that you can order your medicine when you need it without having to see a GP.

1. NHS App or NHS Website

The NHS App is a safe, easy, and will allow you to

- Request Prescriptions in seconds anytime you want to
- Access a list of all your repeat medication
- No need to complete lengthy form
- Track your prescriptions
- Choose what pharmacy to collect your prescription from
- Save time by not having to call the surgery
- Save time by not visiting the surgery
- Send your prescription request directly to the doctor
- Assist the doctor in processing your request faster

To register for a NHS login

NHS APP www.nhs.uk/nhsapp

2. Website Online Form

When completing the form you will need to type in all of your medications and dosage

We recommend that you only use this form if you are unable to use the NHS APP and website

3. Call Us

Contact the surgery on 01483 400200 after 10am during business hours

When calling the surgery, you will need to inform the reception team of your medication name and dosage

We recommend that you only use this form if you are unable to use the NHS APP and website

Please allow 5 working days from the date of your request for your prescription to reach the pharmacy

5. Your rights as a patient

- You have the right to register with the practice if you live within our practice boundary (or as otherwise agreed).
- You have the right to receive the services covered under the contract in a timely and equitable manner.
- If you are dissatisfied with a service or decision, you have the right to make a complaint (see section 7).

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- You have the right to information about services, how you can access them, and any restrictions or changes.
- You also have responsibilities (see section 6).
- You have the right to express a preference of practitioner.

6. Your responsibilities as a patient

To help us provide the best possible care, please:

- Treat staff and other patients with respect.
- Keep appointments or give reasonable notice if you need to cancel.
- Provide up-to-date information about your health, medications and circumstances.
- Participate, where appropriate, in decisions about your care and follow agreed treatment plans.
- Use services responsibly. If you think you need urgent care outside our core hours, follow the practice guidance or contact NHS 111.

7. How to make a complaint

If you are unhappy with any aspect of our services, please:

1. **Tell us first** – You can do this by visiting our website www.dapdune.nhs.uk and complete feedback form. Alternatively speak to a member of the surgery team.
2. **Further appeal** – If you remain dissatisfied after our internal process, you may refer your complaint to the Parliamentary and Health Service Ombudsman: www.ombudsman.org.uk or call 0345 015 4033.
3. Complaints relating to the contract (for example if we are no longer providing a contracted service) can also be referred to NHS England Patient and Public Participation or your local Integrated Care Board.

8. How we will communicate with you

We will keep you informed of:

- Practice opening times, holiday closures and any changes to services.
- How to access routine and urgent care.
- Any significant change to the services we provide under this contract.
- How your feedback and complaints have been acted on:

We will publish this information on our website www.dapdune.nhs.uk and display notices in the practice premises.

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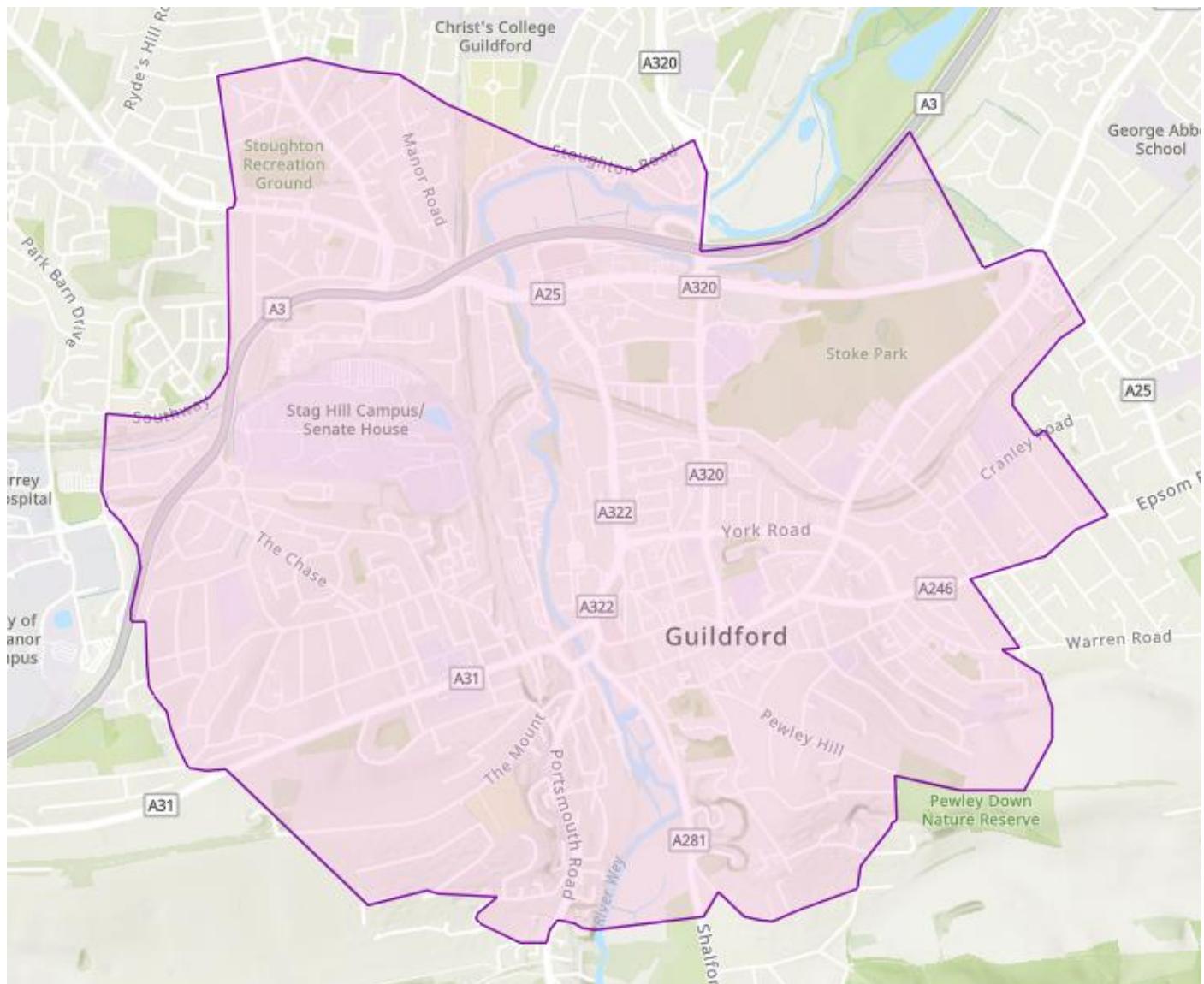
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9. Practice Boundary



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If you would like this leaflet in another format

If you require this information in large-print or another language, please ask at reception or call 01483 400200 and we will arrange it free of charge.

Practice contact details

Dapdune House Surgery

Address: Dapdune House, Wharf Road, Guildford, Surrey, UK GU1 4RP

Phone: 01483 400 200

Website: www.dapdune.nhs.uk

Opening times: Monday to Friday 08:00 to 18:30

We are closed weekends and all bank holidays

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