

Useful Telephone Numbers & Websites

Southwood Practice: 01252 371715

Emergency Helpline: 111

Aldershot Centre for Health: 01252 335000

Frimley Park Hospital: 01276 604604

Surgery Website:

www.southwoodpractice.co.uk

Local CCG information:

www.northeasthampshireandfarnhamccg.nhs.uk

NHS Choices website:

www.nhs.uk



Southwood Practice



The Practice is run by Dr Andrew Whitfield with the aim of providing comprehensive healthcare of the highest quality to our patients.

Links Way, Farnborough
GU14 0NA

Telephone: 01252 371715

Fax: 01252 524344

www.southwoodpractice.co.uk

Primary Healthcare Team

GP Principal:

Dr Andrew Whitfield MBChB DOccMed

We are delighted to announce that Dr Andrew Whitfield has taken up the position of Chair and Clinical lead of NHS North East Hampshire and Farnham Clinical Commissioning Group (CCG). Since 1st April 2013 the CCG has been responsible for commissioning the majority health care for the 219,000 local residents in place of the previous Primary Care Trust. The CCG is made up of 24 practices in Rushmoor, Fleet, Yateley and Farnham.

Dr Whitfield has reduced his patient surgeries at the practice to 2 days a week, he is supported by an expert team of GP's, Nurses, Management and Administrative staff.

In Dr Whitfield's absence his patients can be seen by his GP colleagues Dr Claire Harris and Dr Dhammika Ganesh

Associate GPs:

Dr Claire Harris MB Bch MRCGP DRCOG

Dr Dhammika Ganeshanathan MBBS MRCGP

Dr Alice Overd BMedSci (Hons) BM BS DRCOG DCH PGCME MRCGP

Dr Rachel Evans BM MRCGP DRCOG DGM DFFP

The doctors offer general medical, contraceptive, maternity medical services, minor surgery and child health surveillance.

Surgery Times

The surgery is open from 8.30am to 6.30pm Monday to Friday.

Within these hours clinicians run morning and afternoon sessions, times vary with demand. Outside these hours medical support is provided by NHS 111. Locum GPs may also work at the practice from time to time to help with demand for appointments.

If you are unable to attend your appointment please contact reception to cancel your appointment so that it may be used for another patient.

Use the internet to book your appointment



Patient Access online has been carefully designed for ease of use and can be used by most internet browsers. It is even possible to use Patient Access from some mobile phones.

Using the internet you will be able to view a range of appointments and choose the most convenient time for you.

Before you can start booking GP appointments or ordering repeat medication you must register.

Once registered simply log on with your practice ID, patient ID and password. You can view any appointments you have already made, cancel them if required or book a new appointment after checking which times are available.

When you book an appointment online you will receive a confirmation immediately, there is no need to re-confirm by email or by telephone just arrive promptly on the day. You can also register with the practice for text reminders to your mobile phone, enquire at Reception

Zero Tolerance

Zero tolerance is the NHS policy to deal with patients, visitors and staff who are violent and abusive (including intimidation, potential violence, verbal abuse and/or aggression). Such behaviour is unacceptable. Those who are persistent or unacceptable in their behaviour can as a last resort be excluded from the Practice and/or may have their treatment withdrawn. The Practice expects staff to conduct themselves in a courteous and professional manner.

Access to Health Care Records

Access to your health records can only be obtained by the practice receiving a signed request. You may be asked to pay a fee of £10 and if you require photocopies of your health records then a charge of £50 (including the £10 fee for access) will be levied. You should be able to view and/or have copies of your health records within 40 days of your request being made and any necessary fee being paid. Your request may be refused where the record holder feels that it would cause serious harm to the physical or mental health of you or anyone else.

Local Walk-In Centre

Your nearest NHS Walk-In Centre is 10 miles from the surgery and is at:

Woking Community Hospital, Healthside Road, Woking GU22 7HS

North East Hampshire & Farnham CCG

Can be contacted via email: NEHFCCG@hampshire.nhs.uk or telephone: 01252 335154

Mission Statement

Southwood Medical Practice is a long established GP surgery that is committed to preserve and enhance its good reputation for being caring and innovative by providing high quality medical services in a friendly, happy and healthy environment.

We undertake to:

- Treat you with respect and courtesy at all times
- Provide you with advice and treatment in a timely manner
- Help you make decisions about your health by treating you with respect
- Discuss available treatments and refer you on to other experts where necessary
- Act as your advocate and guide through health care services
- Maintain confidentiality in what we discuss and the records we keep on your behalf
- Keep up to date with developments in health care by continuing to learn

In return we ask you to:

- Keep your appointment and/or let us know as soon as possible if you can't attend
- Only use urgent out-of-hours services for urgent conditions which can't wait until the next day or over the weekend.
- Be nice to our staff! They do their best for you and respond very well to "please" and "thank you"
- Let us know if you have any suggestions or cause for complaint as soon as possible
- Let us know when we have done well

Appointments

The following is a guide to help you understand the appointment system at Southwood Practice:-

- **Advanced Book Appointments**— For all routine, non-urgent and follow-up appointments, these appointments can be booked up to 2 weeks in advance and are available to book with reception or on the internet via Patient Access (please see the back of this booklet for more details)
- **Telephone Appointments**— Bookable in advance to speak to a GP rather than attending an appointment. These appointments can be booked up to 2 weeks in advance and are able to book with reception.
- **Evening Appointments**—For all routine, non-urgent and follow-up appointments especially suitable for those who have difficulty attending appointments during the day. These appointments can be booked up to 2 weeks in advance and are able to book with reception. **These are not suitable for emergencies.**
- **Telephone Assessment Appointments**— Available on the day for urgent problems, we will take your name and telephone number and the Clinician will call you back.
- **After Telephone Assessment Appointments**— All day only demand for urgent problems and will be booked only by a Clinician following a telephone triage appointment
- **Minor Illness appointment**—Nurse appointments bookable on the day for urgent minor illnesses.

Our Nurse Jean Thomas or a GP will assess all on the day requests for appointments on the telephone in order to effectively and efficiently manage the on the day demand.

Sister Thomas is a Nurse Practitioner and is experienced in telephone assessment and the treatment of minor illness in adults and children and is able to see acute on the day illness.

Additional Information

Confidentiality

The staff at Southwood Practice are fully trained in matters concerning patient confidentiality. The patient only, together with the professionals offering treatment, has sole access to information. Patient records remain confidential and can only be accessed by the Southwood Primary Healthcare Team. The principles of the Data Protection Act are adhered to.

Complaints Procedure

A comprehensive leaflet detailing the NHS Complains procedure is available at reception and via our website for all our patients.

In the first instance informal concerns and formal complaints should be directed to the Business Manager Helen Gledhill who is available on the surgery telephone number. These are high priority and dealt with quickly and in confidence. Comments, suggestions and compliments are welcomed both at the surgery, please ask for further information at reception.

Non NHS Forms

Forms which require the doctor to complete or sign and should be handed in at reception. Please be aware that there is usually a charge for this service. See our website for a list of charges and fees or ask at reception.

Disability Awareness

The staff at Southwood Practice are very aware of our patients with special needs. The building is situated on one level and has access for wheelchairs and patients with poor mobility. Disabled parking is available in Morrison's car park. The surgery operates the Loop System for patients with hearing difficulties, we can also arrange for British Sign Language interpreters to attend appointments booked in advance. Language interpreting services are available from 'TheBigWorld'

Reception and administration staff

Our staff aim is to provide a smooth and efficient service enabling you to register with the practice, access appointments with your chosen doctor and obtain repeat prescriptions. When you attend the surgery they will be able to help you with any queries you may have concerning your arrangements here. **They are not clinically trained and therefore cannot make clinical judgements.**

Other healthcare service providers

Health Visitor

The health visitors are closely involved with the health and developmental screening offered to families with young children. They also specialise in health promotion across the age range and liaise with other agencies such as hospitals, schools and social services. Their contact number is 01252 373057.

Community Nurses

Our team of Community Nurses provide nursing care in conjunction with the doctors for those who are ill at home. They also visit and assess patients for care following hospital treatment and during acute illness. They can be contacted via the Single Point of Access Team on 0300 003 00 500.

Midwives

The team of community midwives work with the GPs in providing care for all expectant mothers. In addition to running antenatal clinics they are involved with births at Frimley Park Hospital and in the community and will visit new mothers until the baby is ten days old. The community midwives office telephone number is 01276 604241.

Repeat Prescriptions

Patients should submit their written prescription request two working days before collection (**48 hrs**). There is a post box at reception to receive the requests which is emptied at 12 noon daily. Prescriptions are then processed and can be collected from reception. **Receptionists do not accept requests for medication over the telephone.**

Requests can be made on the internet for those who have registered for this service, please see reception where you will be able to get this.

Medication reviews are carried out on a regular basis as indicated on your prescription request form. Repeat prescriptions may not be issued after this date until the review has occurred.

Patient Registration

If you live within the practice boundary you can register with the practice during normal opening hours. You will need to complete and sign registration documents and a health questionnaire, both of which are available to print off from our website www.southwoodpractice.co.uk. You will also need to provide a form of identification, for example your passport, driving licence or household bill. You will not be registered until these forms have been correctly completed, signed and returned. Please see our website for practice boundaries and a quick postcode checker.

Home Visits

If you are too ill to come to the surgery and genuinely need a home visit please telephone before 10.30am so the doctors can plan their calls. Home visits are normally undertaken between midday and 3pm and are often preceded by the GP contacting the patient.

Please only request visits is absolutely necessary. The majority of children can travel to the surgery when ill and distance or lack of transport is not valid reasons for a home visit. A GP may refuse to visit if they deem the request to be unnecessary; you will then be offered an appointment at the surgery.

Results

Patients are advised to contact the surgery on 012525 371715 between 1pm - 3pm to obtain their results. Some results take longer than others to be received back from the hospital. When you phone the receptionist will tell you either it is normal or specify any other instruction given by the doctor.

For reasons of confidentiality we are unable to give results to anyone other than the patient if they are over 16 years old.

Out of Surgery Hours

For Urgent access to a medical services when the surgery is closed please call the NHS Non Emergency Line on **111**.

This is available 24hrs a day, 365 days of the year. If it is not an emergency but you need medical help fast, it will put you in touch with the most appropriate service including out of hours GP services, emergency dental services etc

If you are calling between 08:00–08:30am Monday to Friday call 01252 524344 where you will speak to the Emergency Line operator.

DNA (Did Not Attend) Policy

Due to an increase in the number of patients failing to attend without informing the surgery, it has become necessary to implement the following policy: **If you fail to attend for 3 consecutive weeks you may be removed from this practice and will have to find an alternative practice.**

If you cannot attend for your appointments for any reason please let us know as soon as possible.

If you arrive more than 15 minutes late for your appointment you will be asked to rebook.

Clinical Team

Independent Nurse Prescriber/ Nurse Practitioner

Sue Blakeway and Jean Thomas are Independent Nurse Prescribers and are qualified to prescribe on a number of diagnoses. Sue combines daily treatment room duties with the more specialised minor illness clinics for all patients over 16 years old and has a specialist interest in asthma, COPD and sexual health.

As well as above Jean is able to see babies and young children with minor illness.

Practice Nurses

Nurse Sue, Nurse Jean and Nurse Mel are available for consultation by appointment. They are particularly concerned with promoting good health and preventing illness. They offer a wide range of services including health checks and clinics for: Diabetes, Asthma, Immunisation, Hypertension, Contraception, Cervical Smears (excluding Jean), Implanon, Smoking Cessation & Travel immunisations

Healthcare Assistant & Phlebotomist

Sandie is our healthcare assistant & phlebotomist. On referral from the GP she is able to do ECGs and take blood - Sandie is able to take blood from the back of the hand if required. Sandie can also take blood pressure readings, height and weight measurements. Sandie is also trained to remove stitches.

Administration team

Practice Manager

Helen Gledhill is responsible for the management of the practice and would be pleased to help with administrative and non clinical matters. She is also available to discuss patients concerns, suggestions or complaints.

Office Manager

Lorraine Stratton works as an assistant to the Practice Manager and deputises for Helen during any absence. She is responsible for the day to day running of reception.