

## USEFUL TELEPHONE NUMBERS

If you need Emergency Contraception when the practice is closed please telephone the Freephone Helpline 0800 318440 for details of further clinics where you can get help. Remember 72 hours is the time limit from unprotected sex.

Sexual Health Services	0300 300 2016
Drugs Advisory Service	023 8071 7171
Rape Crisis	023 8063 6313
National Sexual Health Helpline	0800 567123
Interface – Drugs & Alcohol Advisory	07834 454 912
Southampton Gen. Hospital	023 8077 7222
Royal South Hants Hospital	023 8063 4288
Red Cross Medical Loans Service	023 80 718860
Hedge End Police Station	0845 045 4545
NHS Direct 24hr Helpline	0845 4647
Teenage Drop-In Centre	01489 782727
Samaritans	023 8063 2888
Bridge - Alcohol & Drug Counselling	023 80 612465
Age Concern	023 8062 0275

## USEFUL RESOURCES - WEBSITES

Teenage Drop-In Centre, Hedge End - [www.teenagedrop-inhedgeend.co.uk](http://www.teenagedrop-inhedgeend.co.uk)

Patient.co.uk - [www.patient.co.uk](http://www.patient.co.uk)

Surgery Door - [www.surgerydoor.co.uk](http://www.surgerydoor.co.uk)

NHS Direct - [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Self Help UK - [www.self-help.org.uk](http://www.self-help.org.uk)

Information Commissioner - [www.ico.gov.uk](http://www.ico.gov.uk)

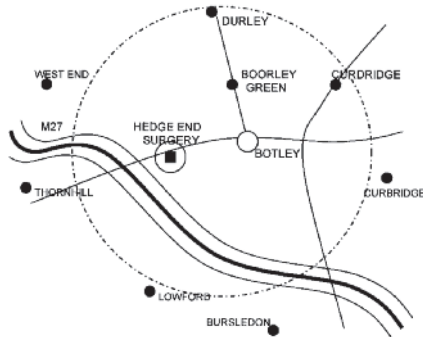
[www.healthyeastleigh.org.uk](http://www.healthyeastleigh.org.uk)

# hedge end medical centre



24-28 Lower Northam Road, Hedge End, Southampton SO30 4FQ

[www.hedgeendmedicalcentre.co.uk](http://www.hedgeendmedicalcentre.co.uk)



## Useful contact numbers

Appointments only	01489 786201
General enquires (for example home visit requests and results)	01489 785722
Fax	01489 799414
Website	<a href="http://www.hedgeendmedicalcentre.co.uk">www.hedgeendmedicalcentre.co.uk</a>

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## When the surgery is closed

NHS Direct	0845 4647
Emergency Out of Hours Service	0300 300 2012

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## Minor Injuries

Royal South Hants Hospital Daily 8.00am - 9.30pm	02380 716539
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Minor Injuries Unit  
Brintons Terrace  
Southampton  
SO14 0YG

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Welcome to Hedge End Medical Centre. Our friendly team of doctors, nurses and administrative staff aim to offer you high quality health care throughout your life.

## Appointments

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### **SURGERY CONSULTING TIMES**

**(All routine appointments are bookable up to 4 weeks in advance)**

Monday - Friday: 8:30am - 6.30pm

### **Evening Appointments**

Pre-bookable evening Appointments are held on alternate Mondays and Thursdays: 6.00pm - 8.00pm

### **Saturday Appointments**

Pre-bookable alternate Saturday appointments: 9.00am - 12.00pm

### **OFFICE HOURS**

Monday - Friday: 8:30am - 5.00pm

### **ROUTINE APPOINTMENTS - 01489 786201**

Appointments may be made in person or by telephoning the Medical Centre during opening hours. We offer routine appointments at 10 minute intervals. If you cannot keep your appointment, please tell us as soon as possible, so that it can be offered to someone else. Please keep your appointment time. If you arrive late it causes inconvenience to other patients and the clinician may not be able to see you. You can book your appointment up to 4 weeks in advance.

If you make an appointment for one person, please do not ask the Doctor to see more than one, even if the symptoms are identical.

### **SAME DAY APPOINTMENT REQUESTS**

If you feel you are unable to wait for the next available routine appointment, you may be put through to our Triage Nurse or a Doctor. If they are engaged you may be phoned back. You will be asked what the problem is, so that you can be offered an appropriate appointment. You may be given telephone advice or offered an urgent appointment with a Doctor or Nurse.

### **TEST RESULTS - 01489 785722**

Please ensure you find out the result of any test by phoning the Medical Centre after 2.00pm. Please try to avoid Mondays, as this is often our busiest time.

### **REPEAT PRESCRIPTIONS**

Requests for repeat prescriptions must be in writing, or can be made through our website at [www.hedgeendmedicalcentre.co.uk](http://www.hedgeendmedicalcentre.co.uk), and should arrive at least 2 working days before the prescription is required. Our local chemists will collect your prescription from the Medical Centre and have it ready to collect at your chosen chemist. Please allow three working days for this service. You will be asked to come in for review of your medication from time to time to check whether

the drugs you are taking are still appropriate. If you have stopped taking any medication please inform your Doctor.

## **TELEPHONE CONSULTATIONS - 01489 785722**

Should you need to speak about an on-going matter, please telephone before 10.00am and our reception team will book a telephone consultation with your usual GP after morning surgery.

If you need to speak to a Doctor urgently, you may be put through to the Duty Doctor.

## **HOME VISITS - 01489 785722**

If you are housebound, or feel you are genuinely too ill to come to the Medical Centre, a Doctor may visit you at home. Please ring before 10.30am whenever possible. If you can get to the Medical Centre, this helps the Doctor, as home visits are very time consuming. The Medical Centre has better facilities for examinations and treatment.

## **Training Practice**

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### **GP Registrars**

Hedge End Medical Centre is a training practice. This means hospital doctors wanting to enter general practice spend six months to a year with us as a GP Registrar in order to gain the experience they need to become family doctors.

Registrars are attached to the Medical Centre and see patients by appointment. You may find that the GP Registrar may sit in with other Doctors or Nurses during their consultations and, at times, the consultations may be video recorded. This is all for educational purposes and will only take place if the patient consents. You will be pre-warned if there is likely to be a Doctor sitting in at your appointment and you will be offered a consent form if video recording is taking place. Obviously, everyone has the choice to decline, but please help us in welcoming the potential GPs of the future as this aspect of their training is required for them to progress and achieve national standards to practice as GPs.

## **The Doctors**

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### **Dr John Bush** MB BS(Middlesex) MRCP DRCOG MRCP (Dist.) DipOccMed

Full Time Partner John is qualified to undertake Occupational Health Examinations. He is the lead GP for any matters relating to the PCT and also looks after a local Nursing Home, providing a ward round one morning per week. John's special interests are cardiology, asthma and minor surgery.

### **Dr Ruth Padday** BM (Southampton) DCH DRACOG

Half Time Partner. Ruth's special interests are contraception, sexual health and adolescent health.

### **Dr Susan Cookson** MB BS(Perth, Western Australia) MRACGP

Half Time Partner. Sue is our clinical governance lead and teaches medical students. Sue has special interests in rheumatology and paediatrics.

**Dr Mark Hollands** BM MRCGP (Southampton)

Full Time Partner and GP trainer Mark is also the practice lead for prescribing and has special interests in Warfarin control, diabetes and ophthalmology.

**Dr Richard Percival** BM(Southampton) DRCOG MRCGP

Full Time Partner and GP trainer and looks after a local Nursing Home providing a ward round one morning per week. He has special interests in minor surgery and paediatrics.

**Dr Elizabeth Cropley** MB BS (St Bartholomews ) DRCOG MRCGP OCH

Elizabeth went to medical school at St. Bartholomew's hospital, London and later did her General Practice training in Plymouth. She has diplomas in paediatrics, obstetrics, gynaecology and family planning.

**Dr Karl Graham** BM (Southampton) DRCOG MRCGP

Full Time Partner. Karl is our lead partner for information technology in the practice. He has a special interest in minor surgery.

### The Practice Staff

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**PRACTICE MANAGER** - Jennie Dock

Jennie works full time and oversees the smooth running of the Medical Centre. If you have any queries or enquiries, please do not hesitate to contact her. She is here to help you.

**PATIENT SERVICES MANAGER** - Gary Walshe

Supports the Practice Manager in all aspects of patient contact.

**PRACTICE NURSES**

Our team of 5 Practice Nurses offer a range of appointments including Specialist Clinics for Asthma, COPD, Diabetes, Smoke Stop, Travel Advice and Heart Disease.

**HEALTH CARE ASSISTANTS**

Our Health Care Assistants perform Phlebotomy, blood pressures, ECGs, and ear syringing.

Our blood taking service is for adult patients who are unable to travel to hospital. As this is a limited service, we ask our more able patients to use the hospital service to ensure that our appointments are used appropriately.

Our team of receptionists are here to help you and will greet you in a friendly, welcoming manner.

### Attached Staff

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**HEALTH VISITING TEAM - 02380 466159**

The Health Visiting Team are based in West End.

**COMMUNITY MIDWIVES**

We have a Community Midwife attached to the Medical Centre. She runs antenatal clinics and

arranges antenatal classes for expectant mothers and fathers. She is also responsible for the care of mother and baby following discharge from hospital.

## **COMMUNITY NURSING TEAM - 02380 452292**

These are specialised Nurses who provide nursing care to patients who are unable to attend the surgery. The team provide a whole range of services enabling them to care for patients in their own homes.

## **Services Available**

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### **BABY IMMUNISATIONS**

Baby immunisations are given by the Practice Nurse on Tuesday afternoons between 2.30pm - 4.00pm, and are available at other times by appointment.

### **TEENAGE DROP-IN CENTRE - 01489 782727**

Open Wednesday 3.00pm - 6.00pm  
28 Lower Northam Road

This unique centre is open for all local teenagers to drop in and have a chat about any problem they have. The service is free. There is advice available about contraception, sexual health, acne, drugs, period pain and if appropriate, referral can be made to a counsellor. The service is confidential, therefore, neither parents or the client's GP will be contacted unless explicit permission is given by the client.

### **FACILITIES**

A baby changing unit is provided in the disabled toilet which is located next door to the nursing suite.

There is access for wheelchairs at the front of the building via the automatic doors.

### **PRIVATE SERVICES**

Your Doctor is happy to arrange private medical reports and examinations together with a variety of other private services. Our charges are clearly displayed in Reception.

## **General Information**

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### **Where to go when you are unwell**

It is sometimes difficult to know what kind of help you need when you have a health problem.

**In an emergency:** In a critical or life threatening situation go to your nearest A&E hospital department or if you think immediate treatment by paramedics is needed call 999 for an ambulance.

An emergency is a critical or life threatening situation like:

- loss of consciousness
- heavy bleeding (except periods)
- suspected broken bones

- rash that does not fade when you press a glass tumbler of finger against it in an unwell adult or child
- chest pain for 15 minutes or more
- breathing difficulties - if someone is struggling for breath or turning blue
- overdose or swallowing something harmful or poisonous
- deep wound, like a stab wound.

### **Treatment of minor injuries - Royal South Hants Hospital - 02380 634288**

The treatment of many injuries and ailments including: everyday cuts and wounds; rashes and sunburn; bites and stings; strains and sprains; stitches and dressing care. The Centre is open Monday to Sunday 8.00am-9.30pm.

**What do I do when the surgery is closed?** If you need urgent medical treatment and your GP surgery is closed call the Out of Hours Service on 0300 300 2012. This service is only for urgent medical problems that cannot wait until normal surgery hours to be dealt with or call NHS Direct 0845 4647 for general advice.

### **CONFIDENTIALITY & DATA PROTECTION**

All staff are bound by the rules of professional confidentiality and an interview room is available for confidential enquiries. Please ask at Reception if you would prefer to use this facility. We are fully computerised and registered under the Data Protection Act.

We keep medical information about you on paper and on the computer system under the requirements of the Data Protection Act. If you require a copy of your medical notes, we will provide one: this is what you should do:

- Tell us what you want in writing, include the dates of the notes you want copies of
- Sign the letter
- Provide us with the fee for this work which is: £10 for a print-off from the computer £50.00 for copies of all or part of your notes.

Alternatively you can request to come in and view your notes.

If other people (such as solicitors or insurance companies) wish to have copies of your notes, a practice consent form will be required (Releasing Health Records under the Data Protection Act 1998). Details can be obtained at Reception.

### **YOUR PERSONAL HEALTH INFORMATION**

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. It may also be needed if we see you again.

We only use or pass information about you to people who have a genuine need for it. Whenever we can, we shall remove details that identify you as an individual.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

If at any time you would like to know more about how we use your information, you can speak to the Practice Manager.

## **CHARITABLE TRUST**

Following a number of generous donations from patients and their relatives, we decided to form a Registered Charitable Trust to purchase equipment etc. for the benefit of our patients.

If you would like further details of the Charitable Trust, please contact our Practice Manager.

## **SMOKE STOP**

Do you want to stop smoking or do you want to stop and not sure how to do it? We can help!

Book a 'Smoke Stop' appointment with our nurse.

If you prefer to work in a group, contact Quitters on 0845 6344484 who will arrange this for you.

## **TRAVEL HEALTH CONSULTATION**

Our nurses are trained to assess your needs according to destination, mode and length of travel and the type of activities you are planning. They can give verbal and written information using recognised, up to date sources.

We are a Registered Yellow Fever Centre and stock a wide variety of vaccines. We will plan an immunisation schedule tailored to your needs.

**REMEMBER:** Make a Travel Health Consultation in plenty of time, particularly if planning to visit several destinations.

We cannot offer emergency travel appointments.

## **HELP US TO HELP YOU**

The staff at the practice endeavour to give you the best possible service. In order that they can do this, please observe the following points:

Please do not be discourteous to our staff. They are all doing their best, sometimes under difficult conditions.

Please inform the surgery of any alteration in your circumstances, such as a change of surname, address or telephone number. In an emergency situation, it is essential that we have your correct home address and telephone number.

We welcome your comments with regard to the service we provide.