



hedge end medical centre



Welcome to Hedge End Medical Centre

We are conveniently situated in the centre of Hedge End, within easy walking distance of the shops and next door to the dentist and optician.

This booklet and our website provide you with information about Hedge End Medical Centre and the services we offer.

As from the 1st July 2008, we will be offering extended hours. Appointments will be available to pre-book on alternate Mondays and Thursdays from 6.30pm - 8.00pm and every Saturday morning from 9.00am - 12.00pm.

If you need to re-order your repeat prescription, this can easily be done from our website.

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

Enquiries:

01489 785722

Appointments:

01489 786201

Fax:

01489 799414

If you are 65 and over?
You could be at risk of
pneumococcal disease.

If you have not been
vaccinated please make
an appointment with the
Practice Nurse.

If you require an urgent
appointment for today,
please telephone 01489
786201 first and our Triage
Nurse will call you back.



The Doctors

Dr John Bush

MB BS(Middlesex) MRCP DRCOG MRCGP (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) JDCH DRACOG
Half Time Partner. Ruth's special interests are contraception, sexual health and adolescent health. She runs the Teenage Drop-In Centre (see link) which is partly funded by the PCT, Hedge End Town Council, Eastleigh Parish Council and the Youth Service. The Teenage Drop-In Centre operates one afternoon per week from our Resource Centre at the Medical Centre. It boasts an ever increasing clientele and deals with teenage issues, contraception, drugs advice, bullying and has an on-site counsellor. Any young person can walk in on a Wednesday between 3.00 – 6.00pm or on a Monday at the Box, Wildern School between 3.00 - 4.30pm.

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. Richard teaches medical students and he 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

Dr Alison Ashworth

MBBS (London) DRCOG MRCGP
Alison works 3 days a week as our salaried GP and qualified in 2000 from St. George's Hospital in London. She did various hospital specialities in Brighton, Chichester and Winchester before moving into General Practice in 2004.

The Practice Staff

PRACTICE MANAGER

Mrs Lynda Langford MSc DMS
Lynda 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.

PRACTICE NURSES

Sister Gwen Castle RGN
Gwen specialises in Asthma & COPD

Sister Carolyn Ellery RGN
Carolyn specialises in Coronary Heart Disease (this includes heart attack, angina, heart failure and stroke patients)

Sister Jayne Hanson RGN
Jayne specialises in Diabetes & Smoke Stop & Travel advice.

Sister Sue White RGN
Sue specialises in Triage & Coronary Heart Disease

Sister Sue Cledwyn RGN
Sue specialises in Diabetes

Sister Tracy Steele RGN
Tracy is the practice lead in infection control

Sister Sarah Madgwick RGN
Specialises in COPD and Asthma

HEALTH CARE ASSISTANTS

Pauline Swain
Performs Phlebotomy (takes blood) and takes blood pressures and fits the 24 hour blood pressure monitor.



Amanda Charles
Phlebotomy, blood pressures, ECGs.

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.

RECEPTION TEAM

Gary Walshe, Patient Services Manager

Our team of 6 receptionists are here to help you and will greet you in a friendly, welcoming manner.

SECRETARIES

The secretaries type all referral letters. If you do not receive your hospital appointment within four weeks, please let us know and we will look into this.

IT FACILITATOR

Miss Trudi Catchpole

Trudi ensures that our computer system is up to date and working. She also searches the system to identify patients due for recall.

SCANNING AND DATA INPUT TEAM

Our Data Input Clerks scan in all clinical correspondence into the patient's computer record. The hospital details are then added to the computer to provide the Doctors and Nurses with up to date details of any hospital treatment, drugs or follow up appointments.

Attached Staff

HEALTH VISITING TEAM - 01489 788695

We have one Health Visitor and a Nursery Nurse. The team have an office within the Medical Centre with their own telephone line.

Our Health Visitor is a registered nurse and can advise on health issues for the whole family. She has undertaken further training in behaviour management and will take direct referrals from families or Doctors. The team supports families who are suffering from depression or tension within the home. Our Health Visitor works closely with local school nurses.

Our Nursery Nurse is trained in all aspects of child-care, behaviour and development.

Parenting courses are also available through the Health Visitors for ages 0 - 6yrs and 6 - 13yrs.

Mrs Sue Shearman	Part Time Health Visitor
Mrs Wendy Price	Part Time Health Visitor
Mrs Rita Dodd	Part Time Nursery Nurse
Colleen Baker	Community Staff Nurse
Maria Williams	Community Nursery Nurse

VISITING COUNSELLORS

Qualified counsellors provide counselling at the Medical Centre.

- A general counsellor offers help if people are experiencing problems, difficulties or feelings which are causing them concern in their lives.
- A specialist counsellor offers help with relationship and sexual problems.

This is a confidential service. Applications for an initial meeting with a counsellor can be made via your Doctor.

COMMUNITY HEALTH NURSE

Carol Fulthorpe - 01489 788608

Our Community Health Facilitator works with older people in their homes, maintaining and promoting independence, giving practical advice and assistance.

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.

DISTRICT NURSES - 01489 788608

There is a District Nursing Service based at the Medical Centre. These are specialised Nurses who provide nursing care to patients who are unable to attend the surgery. District Nurses provide a whole range of services enabling them to care for patients in their own homes. If you wish to contact the District Nurse, please ring the Medical Centre on 01489 788608 to leave a message.

COMMUNITY PSYCHIATRIC NURSE

Our attached Community Psychiatric Nurse is a registered nurse with special training in psychiatric medicine, and can be seen at the Medical Centre by appointment for advice and general discussion. Appointments are made via your GP.



Services Available

RANGE OF SERVICES PROVIDED

- Child health surveillance.
- Minor surgery.
- Wart clinic.
- Contraceptive services.
- Obstetrics services.
- Community Psychiatric Nurse Clinic once a week.
- Smoke Stop.
- Coronary Heart Disease Clinic.
- Asthma Clinic.
- Diabetic Clinic.
- Antenatal Clinic and Prenatal Advice.
- Blood Pressure Clinic.
- Travel Clinic.
- Ultrasound.
- Leg Clinic.

TLC (The Leg Clinic)

Staff:-

Lisa Rice - Leg Ulcer Nurse Specialist

Jane McFarlane - Senior Staff Nurse Leg Ulcer Service

The Leg Ulcer Clinic is held every Friday at Hedge End Medical Centre from 1300 - 1600. It is open to all patients in the Southern Parishes area, and patients who have an ulcer can be referred to the service via their GP, District Nurse or Practice Nurse.

We are employed by Eastleigh & Test Valley South PCT and also run Leg Ulcer Clinics in Eastleigh and Romsey. We offer a comprehensive assessment and Doppler ultrasound of the leg and will aim to provide weekly bandaging at the clinic if this is indicated.

Free transport is available from Eastleigh Voluntary Transport Services for those patients who are house-bound.

For more information please telephone: - 02380 269546.

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. You will meet with a nurse who is specially trained in helping people to stop smoking.

You will be offered specific help and support. Nicotine Replacement Therapy is now available on

prescription too.

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

TRAVEL HEALTH CONSULTATION

World travel is on the increase with a trend to destinations in far off places. Whether on business, holiday or visiting family overseas it is wise to plan for your health as well as your travel.

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.

Malaria continues to be a life threatening condition in many parts of the world. Specific advice will be given regarding protective measures.

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

VACCINATION AND CHILD HEALTH CLINICS

Well Baby Clinics are held by the Health Visitors on Tuesday 1.00pm - 3.00pm. Hearing and assessments are by appointment with the Health Visitor.

Baby immunisations are usually done by the Practice Nurse on Tuesday afternoons between 2.00pm - 4.00pm, and are available at other times by arrangement.

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 FEES

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.

Some services require information sharing with other health care agencies. Please see 'General Information' section headed 'Your Personal Health Information'.

General Information

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. This is provided to help you decide which health service to use if you or your family has a health problem.

Is it 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.

What do I do in an emergency? In many cases the quickest way to get help is to go to your nearest A&E department. You should call an ambulance and not move the person:

- if you think they may have hurt their back or neck or have another injury that might be made worse by moving them
- if they are unconscious
- if they are in shock and need constant attention; or
- if they have severe chest pain or problems breathing.

Is it serious? Call NHS Direct on 0845 4647 or call

the surgery for telephone advice or to make an appointment - let the person know you think it is serious. If the surgery is closed call the out-of-hours number on 0845 6018 803 or NHS Direct on 0845 4647. You can also visit Bitterne NHS Walk-in Centre if you don't want to wait for an appointment.

What can I go to a GP surgery for? For help and treatment of serious medical problems like:

- blood coming out of somewhere (like coughing up blood, nose bleeds or passing blood in motions (poo) or urine).
- sudden or distressing breathlessness
- altered consciousness (feeling drowsy or confused)
- severe diarrhea and vomiting
- severe abdominal (tummy) pain
- unusual headache.

What do I contact out of hours for? If you need urgent medical treatment and your GP surgery is closed call the West Hampshire Out of Hours Service on 0844 811 3060. This service is only for urgent medical problems (like those listed above) that can't wait until normal surgery hours to be dealt with or call NHS Direct 0845 4647.

What do I go to the Bitterne NHS Walk-Centre for?

Advice on staying healthy and 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; hay fever, emergency contraception, colds and flu; vomiting and diarrhoea. You don't need an appointment and the Centre is open Monday to Sunday 8.00am-9.30pm.

Is it routine? Call NHS Direct on 0845 4647 for advice or call the surgery to book an appointment with a GP or practice nurse. You can also ask your nearest pharmacist for on the spot advice, treatment and to answer your medicines questions. Keep a well stocked medicine box and you may be able to deal with the problem yourself at home.

What can my GP surgery help with? Routine treatment and advice including

- repeat prescriptions
- jabs and tests (immunizations like MMR for children, blood test or cervical smears)
- family planning

What should I go to my pharmacy for? Pharmacists can give you advice and treatment for many health problems and advice on how to improve your health - without the need for an appointment. Minor ailments



like tummy troubles, indigestion, allergies, aches and pains, thrush, cystitis, sports injuries and viruses (e.g. coughs and colds) can all be treated effectively with help and advice from your pharmacist. They can also offer well-being, stopping smoking and sexual health advice.

Pharmacists are experts in medications and can advise you on over-the-counter and prescription medicines.

To find out where your late night pharmacy is call NHS Direct on 0845 4647.

Can I deal with the problem myself? If you have a well-stocked, locked medicines box at home you may be able to deal with the problem yourself. Useful medicines include paracetamol, ibuprofen for pain, fever and headaches, antihistamines for allergies and hay fever and indigestion remedy for heartburn and trapped wind. Ask your pharmacist about which medicines to keep at home.

Remember - if you are unsure call NHS Direct 0845 4647.

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 Mrs Lynda Langford, the Practice Manager.

TEST RESULTS - 01489 785722

We encourage you to 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 this website by clicking [here](#), and should arrive at least 2 working days before the prescription is required. Our local chemists offer a service whereby they 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.

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.

Here are a few examples of some of the equipment purchased over the last few years thanks to the generous donations we have received:

State of the art ECG machine
Brio Train Table for Waiting Room



Baby Changing Unit
Bead Frames
Nebulisers
Hydraulic Examination Couches
Defibrillator
Pulse Oximeter
Syringe Drivers
(for pain relief in the terminally ill)

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

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.

Home Visits & Emergencies

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.

OUT OF HOURS

If you need medical advice when the surgery is closed, you have three options:

- NHS Direct is a 24hr nurse-led advice line and can be contacted on 0845 46 47 or on-line at www.nhsdirect.nhs.uk
- Bitterne Walk-In Centre - Bitterne Walk-in Centre situated in Bitterne Health Centre (by the Leisure

Centre) Commercial Street, Bitterne, Southampton SO18 6BT.
Tel: 023 8042 6356.

They are able to offer healthcare advice, information and treatment from specially-trained nurses 365 days a year, with no appointment necessary. They can offer: treatment for minor injuries and illnesses, minor infections and rashes, superficial cuts and bruises, strains and sprains, stomach upsets, coughs, colds and flu-like symptoms and much more.
Opening Hours: Monday to Sunday 7am - 10pm.

West Hampshire provides a doctor-led out of hours service between the hours of 6.30pm to 8am, Monday to Thursday and from 6.30pm Friday until Monday 8am Tel. 0844 811 3060.

Appointments

SURGERY CONSULTING TIMES

Monday - Friday
8:30am - 6.30pm

Alternate Mondays and Thursdays
8.30am - 8.00pm

Staurdays
9.00am - 12.00 noon

Antenatals
Wednesday & Thursday Afternoons

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 staff.

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 APPOINTMENTS 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, 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.

CONTACTING YOUR DOCTOR OR PRACTICE NURSE BY TELEPHONE - 01489 785722

Should you need to speak about a routine matter, please telephone before 10.00am and our reception team will be please to help you. You may be given a specific time slot to call back to speak with a doctor or nurse at the end of 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.

Useful Resources

Websites

Teenage Drop-In Centre, Hedge End
www.teenagedrop-inhedgeend.co.uk

Patient UK
www.patient.co.uk

Surgery Door
www.surgerydoor.co.uk

Caring Matters
www.caring-matters.org.uk

NHS Direct
www.nhsdirect.nhs.uk

Self Help UK
www.self-help.org.uk

Information Commissioner
www.informationcommissioner.gov.uk

NHS Freedom of Information web site
www.foi.nhs.uk

www.healthyeastleigh.org.uk

Choices online service from the NHS
Live Well - tips for healthy living.
Health A-Z - read about conditions, treatments and the hospitals you can go to.
Choose services – find doctors, dentists, hospitals and other NHS services.
www.nhs.uk

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.

G.U.M Clinic - 023 8082 5438

Drugs Advisory Service - 023 8071 7171

Rape Crises - 023 8063 6313

National Sexual Health Helpline - 0800 567123

Counselling & Therapy Centre for Women - 023 8062 0260

Interface – Drugs & Alcohol Advisory - 023 8023 3763

Southampton Gen. Hospital - 023 8077 7222



Royal South Hants Hospital - 023 8063 4288

Red Cross - 023 8071 8860

Social Services, Eastleigh - 023 8061 8722

Hedge End Police Station - 0845 045 4545

NHS Direct 24hr Helpline - 0845 4647

Teenage Drop-In Centre - 01489 782727

Samaritans - 023 8063 2888

Options - Alcohol & Drug Counselling - 0800 0184309

Age Concern - 023 8062 0275

Quality Achievements

QUALITY AND OUTCOMES FRAMEWORK

For the year ending March 2008 Hedge End Medical Centre achieved 999.15 points out of a possible 1000. We are very proud of our achievement and feel that this demonstrates our commitment to high quality patient care.

This excellent result could not have been achieved without a major team effort.

INVESTORS IN PEOPLE

In February 2006 Hedge End Medical Centre achieved the Investors in People standard.

"The process to obtain the Investors in People award was very challenging. It demonstrated that we have a very effective and well organised management team who communicate well and that our staff, on the whole, are happy and content at work. It allowed us to examine our procedures and tighten up our systems such as appraisals and staff feedback mechanisms. We all learnt a lot and intend to maintain these standards. Thank you to all of our staff who worked hard to obtain this prestigious award."

Dr. John Bush

"The whole team was involved and doing this gave everyone a sense of inclusion, ownership and involvement. We had an assessor in the practice for a whole day who randomly selected members from each team to interview in order to validate statements we had made."

Lynda Langford, Practice Manager

"Investors in People encouraged us to look closely at the way we worked and communicated as a team and identify areas that could be improved. As a result we have altered our working practices to consider the needs of both member of staff and patients. I consider it to be a thoroughly worthwhile exercise."

Jayne Hanson, Practice Nurse

Training Practice

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 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.

Dr Justine Hall
Dr Leigh-Anne Bascombe

Medical Students

Occasionally your permission may be sought to allow a medical student to sit in on your consultation. You will be pre-warned if this is likely to happen. You are under no obligation to agree to this.

Publication Scheme

HEDGE END MEDICAL CENTRE: PUBLICATION SCHEME

This Publication Scheme provides a guide to the services and practitioners who practice together within Hedge End Medical Centre as required by the Freedom of Information Act 2000.



It is based on the model publication scheme for general practices produced by the NHS Freedom of Information (FOI) project board and the British Medical Association.

PART ONE : Introduction

The Publication Scheme is a complete guide to the information routinely made available to the public by Drs Bush, Padday, Cookson, Hollands, Percival, Crook, Cropley, Graham and Phillips. It is a description of the information about the Hedge End Medical Centre and the General Practitioners that work there that is available to the public. It will be reviewed at regular intervals and we will monitor its effectiveness.

Your rights to information

- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.
- From January 1st 2005 the FOI Act obliges General Practice to respond to requests about information that it holds, and is recorded in any format and creates a right of access to that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information it can release.
- In addition to accessing the information identified in this Publication Scheme, you are entitled to request information about Hedge End Medical Centre under the NHS Openness Code 1995.
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact the Practice Manager at Hedge End Medical Centre to do this.

How much does it cost?

Publications are all free unless otherwise indicated. Where there is a charge for providing information, the cost will be calculated as set out in each class.

How do we make information available?

Information is available in hard copy from the Practice Manager as indicated for each class of information.

Feedback

If you have any comments about the operation of this Publication Scheme, or how we have dealt with your

request for information from the Scheme, please write to:

The Practice Manager
Hedge End Medical Centre
24/28 Lower Northam Road
Hedge End
Southampton S030 4FQ

PART TWO: Classes of Information

All information at Hedge End Medical Centre is held, retained and destroyed in accordance with NHS guidelines.

Our commitment to publish information excludes any information, which can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000.

Where individual Classes are subject to exemptions, the main reasons are the protection of commercial interests and the protection of confidential personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme.

The information included in this Scheme is grouped into 7 broad categories.

Class 1 Information

Details of the practice, organizational structure, key personnel and how we fit into the NHS

Who we are

Hedge End Medical Centre
24/28 Lower Northam Road
Hedge End
Southampton S030 4FQ

This NHS practice is part of the Eastleigh & Test Valley South PCT and provides services for patients living within the boundaries as shown on the Practice Area Map. It supplies services in accordance with a personal medical services contract held with Eastleigh & Test Valley South PCT.

Key personnel can be found on pages 1 and 2 of this booklet.

The practice aims to follow national and local best practice guidelines, including the NICE best practice guidelines and the National Service Frameworks.

Some information will be withheld, including personal, confidential information about individuals that is protected by the Data Protection Act 1998.



Class 2 Information

The range of services we provide under contract to the NHS are listed on page 9 of this booklet.

The practice opening times are displayed on page 3 of this booklet, as well as information about Primecare.

Members of staff conduct consultations in English. If translation services are required please contact us in advance.

Some of our doctors have special interests.

Class 3 Information

Funding details and charging policies

Financial and funding information

Hedge End Medical Centre receives money from Eastleigh & Test Valley South PCT according to its contract with them in exchange for services provided for patients.

The total income received from the NHS before expenses is available on request. The sum spent on drugs prescribed by Hedge End Medical Centre in 2006/2007 to date is £1,889,262.

Class 4 Information

Guidance and information leaflets

Regular publications and information for the public

The following published information is available

- Practice brochure
- Diabetic information pack
- We have numerous information sheets and details of various Societies, which we can print out. Our Reception staff will be pleased to give you more information.

All of these publications are free of charge.

Class 5 Information

Policies, procedures and contacts for complaints

Complaints

This practice follows the NHS complaints procedure and follows a strict protocol when dealing with all complaints.

We always try to give you the best services possible, but there may be times when you feel this has not happened. If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. A leaflet explaining what to do if you have a complaint is available from Reception.

A copy of the practice complaints procedure is available from the Practice Manager.

Class 6 Information

General policies and procedures in use within the practice

Our policies and procedures

- Dealing with hospital reports and results
- Recording messages and requests for visits
- Removal of patients from practice list
- Backing up and restoring computer data
- Prevention of fraud related to financial transactions
- Identification of carers
- Identification and follow up of cervical smear defaulters
- Inadequate smear recording
- Antenatal care and screening
- Emergency Contraception
- Preconception advice
- Transferring and acting on out of hours information
- Informing team members of the death of a patient
- Smoking cessation
- Adoption leave policy
- Data protection policy
- Dependant leave policy
- Harassment policy
- Maternity leave policy
- Paternity leave policy
- Flexible working policy
- Parental leave policy
- Recruitment policy
- Policy for monitoring of employees telephone calls, emails and
- Internet use
- Disciplinary rules
- Grievance procedure
- Violence and aggression plan
- Sickness policy
- Drugs Mis-use policy
- Alcohol Mis-use policy
- Stress policy



Class 7 Information

In this class we will publish any changes we make to this Publication Scheme, the criteria on which our information management policies are made and a referral point for all enquiries regarding information management generally in the Trust. We will also publish any proposed changes or additions to publications already available.

This Publication Scheme

Cost of Information

Some information is available free, but there may be a nominal charge to cover costs if you require a hard copy of information.

These charges will vary according to how information is made available.

Charges are as follows:

- Leaflets and brochures – Free of charge.

These charges will be reviewed regularly.