

Waterside Medical Practice



Practice Information Leaflet

Hayling Island Health Centre, Elm Grove, Hayling Island, PO11 9AP

02392 462719

www.Watersidemedicalpractice.co.uk

The Partners

Dr Richard Thomas – Senior Partner

BM MRCGP DGM DFFP DRCOG



Dr Rebecca Gabel-Partner

MRCGP, DRCOG, MB BChir, BA (Hons)



Dr Jason Greenslade- Partner

MBBS, BSc, MRCS , MRCGP



Dr Laura Bryant-Partner

MRCGP, BMBS, DRCOG, DFRH



Dr Helen Harris- Partner

BM MRCGP DRCOG DFFP



Dr Lynnsey Hamilton- Salaried

BSc (Hons), PhD (Infection, Inflammation & Repair), BM (Hons) Medicine, DRCOG, MRCGP



Dr Natalie Denby- Salaried

MBBS BSc(Hons) MRCGP DRCOG
PGCert Spts & Exercise Medicine



Nursing Staff



Nurse Manager: Trish Diaper
Nurse Prescriber: Lisa Lintott



Practice Nurses:
Emily Gilbert & Nicola Thomas



Healthcare Assistants:
Jacqui Maxwell & Wendy Byers

Management & Administration Team



Practice Manager: Sophie Green

Operations Manager: Dawn Jafkins

Communications and Data Administrator Officer: Rebecca Brailey

Reception Manager: Nicky Phillips

Receptionists

The reception staff are here to help you and they are your link with the rest of the Health Care Team. They have a difficult job to do with telephone calls and enquires coming from every direction. When you telephone for medical attention, the receptionist may need to ask one or two questions in order to judge the urgency of your request. They have been asked to do this, but the information you give will always be treated in confidence as they are bound by the same rules of confidentiality as doctors and nurses.

Admin & Data

The team provides not only a collaboration of vast dedicated experience but also a wide range of support for the Practice, including patient registrations, deductions, safeguarding, researches, audits, reports, Scanning, read coding, Insurances, hospital letter documentations, health screening invites and assisting the Practice Manager with the smooth running of the Practice.

Medical Secretaries

Amanda and Lily our Medical secretaries have been with the practice for many years and they continue to provide an efficient comprehensive service for the practice in this very varied and interesting role.

Overview

The practice is based in purpose-built premises with a car park for both staff and disabled patients. The practice covers the below areas as illustrated on the map below:



The practice has suitable access for all patients, with a ramp for wheelchair users and pushchairs, and adjacent to the waiting room there are patient toilets, a separate toilet for disabled patients and baby-changing facilities. Within the car park there are designated spaces for disabled patients.

The waiting room offers a range of literature for all patient groups

How to Register

We are pleased to accept all patients from Hayling Island. Please bring with you proof of identify and address and ensure you allow sufficient time to complete the registration process.

We will register you with your chosen GP, should you have a preference, but you do have a right to request to see a GP of your choice. It is recommended that you routinely see the same clinician for continuity of care.

All patients will have a named GP. You can find out who your named GP is by asking at reception; this information is also shown on your repeat prescription form.

You can pre-register online, and further information can be found at www.watersidemedicalpractice.co.uk.

Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Full details are available online at www.watersidemedicalpractice.co.uk. or by phoning or speaking to a member of the reception or administrative teams.

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. You can amend your address or contact number online at www.watersidemedicalpractice.co.uk . For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate.

As a new patient, we will offer you a new patient health check which is carried out by the practice nurse.

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

Hours of Business

Monday, Tuesday, Wednesday, Thursday, Friday: 08:00 – 18:30

GP appointments are available between the following hours: 08:00 – 11:30 and 15:00 – 17:30.

An appointment with a GP is fifteen minutes. Should you have complex or multiple health concerns, please ask the reception staff to arrange a double appointment for you; this will help us to adhere to our appointment schedule and avoid undue delays to other patients.

Appointments with the nursing team are available between 08:00 – 12:00 and 13:30 – 17:30.

To book an appointment, please call the reception team. In order to allocate you the most appropriate clinical resource, the receptionist will ask you about the nature of your appointment.

Home Visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please call before 10am and inform our receptionist so they can book this for you. A clinician will then telephone you to discuss your request prior to visiting you at your home.

Home visits are usually carried out between 12:30 and 14:30, Monday to Friday.

Our Services

Along with the routine appointments, the practice offers the following services:

Family Planning – All of our GPs and the Practice Nurse offer a full range of family planning services, including antenatal and Post-natal clinics.

Immunisations – The nursing team are responsible for the administration of both adult and child immunisations. The practice nurse has set vaccination clinics. If you are unable to attend these clinics, please enquire at reception and book an alternative appointment.

Travel Immunisations – The nursing team are able to offer a range of advice regarding travelling abroad and the required vaccinations / medications. There will be a charge associated with travel immunisations. Please book an appointment with the nurse to discuss your requirements.

Minor Operations – Simple minor surgery such as the removal of skin lesions, joint injections, etc. can be performed by your GP. At this practice Dr Greenslade is the lead for minor operations. Please discuss your requirements with your GP who may recommend a minor operation; this will be carried out at the practice.

Cervical Smear Testing – This is carried out every three years for women aged 25 – 65, and the tests are undertaken by the nursing team. You will be contacted by the practice when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

Chronic Disease Management – We hold a range of clinics to help our patients manage the following:

- Asthma
- Hypertension
- Diabetes
- Heart disease
- Kidney disease

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. The 111 operative will advise you accordingly.

In an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies.

Please use your local pharmacy to discuss any minor ailments or medication issues.

Prescriptions

Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located on the reception desk.
- Online – Please log in and order via our website www.watersidemedicalpractice.co.uk
- Patient access/ NHS App- you can register for this via our website or by downloading the app from a IOS device.

Please allow 72 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.

Should you run out of your medication when the practice is closed, visit your local pharmacy that may be able to give you an emergency supply.

Urgent requests for medication should be made by speaking to a member of the reception team, but we do not accept request over the phone.

Training

Although we are not a training practice, we will on occasion have student nurses, pharmacy technicians and other allied healthcare professionals working on-site. You will be advised if this is the case and asked if you are happy for them to be present when you are being seen.

It is our aspiration to become a training practice, which will see qualified doctors training to be GPs present in the practice for prolonged periods of time. We will communicate this to our patients when the time comes.

Complaints & Comments

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team. The complaints manager is the Practice Manager, Sophie Green who will talk to you about the complaint procedure.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback. Comments cards are available in reception and are discussed at practice meetings. We display all comments cards on the dedicated noticeboard in reception. Please ask for a card at reception.

Patient Responsibilities

Our receptionists are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their utmost to assist you.

We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

Appointments cancelled with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in your being asked to register at another practice.

Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.

Patient Information

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at

www.watersidemedicalpractice.co.uk we want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients.

Clinical Commissioning Group

The local Clinical Commissioning Group (CCG) for this area is:

NHS South Eastern Hampshire CCG

Commissioning House, Building 003, James Callaghan Drive, Fareham, Hampshire
PO17 6AR

02392 282 063

www.nhs.uk/nhssoutheasternhampshireccg

Further information about local services can be found by visiting the NHS Choices website.