

HAMPTON SURGERY

HAMPTON SURGERY



DOCTORS CHARLTON & PRINCE
Fentham Hall, Marsh Lane, Hampton-in-Arden,

***We warmly welcome you to
Hampton Surgery.***

The surgery underwent a major extension and refurbishment in June 2011 and is a modern purpose built practice with ramped access for disabled people.

We are a teaching practice affiliated to Warwick University Medical School and West Midlands Deanery and our aim is to offer high quality care together with a professional service. We very much welcome constructive comments and feedback on our services.

Please contact our Practice Manager **Mrs P Holroyd** who will be happy to talk over any comments you may have.

We consider that the doctor/patient relationship is just about the most important single factor in promoting good General Practice medicine and we look forward to working with you in order to achieve this.

We hope you will find this leaflet both helpful and informative. In order to access any services at the surgery, please ring the surgery on:

01675 442510

If you have any further queries, please do not hesitate to telephone or call at the surgery.

Also visit our website:
www.hamptonsurgery.co.uk

We trust you will find the quality of service you receive from the surgery is of a high standard.

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Surgery Times

	<i>Morning</i>	<i>Afternoon</i>
<i>Monday</i>	<i>9:00am - 11:00am</i>	<i>4pm - 5:30pm</i>
<i>Tuesday</i>	<i>9:00am - 11:00am</i>	<i>4pm - 5.30pm</i>
<i>Wednesday</i>	<i>9:00am - 11:00am</i>	<i>4pm - 5.30pm</i>
<i>Thursday</i>	<i>9:00am - 11:00am</i>	<i>Half Day</i>
<i>Friday</i>	<i>9:00am - 11:00am</i>	<i>4pm - 5.30pm</i>
<i>Saturday & Sunday</i>	<i>CLOSED</i>	



For details of our Tuesday Evening Surgery
see
EXTENDED OPENING.

The building itself is open between
8:30 am and 6:00 pm on weekdays,
excluding lunchtime (1:00pm-2:30pm)
and closed on Thursday afternoons after
1:00pm.

Please see details on page 4 regarding
contacting a doctor in an emergency.

EXTENDED OPENING

The surgery offers a pre-booked appointments only surgery on Tuesday evenings between 6:30pm and 7:30pm.

On these Tuesday evenings between 6:30pm and 7:30pm the surgery premises will only be open for patients with pre-booked appointments and access can be gained by using the doorbell.

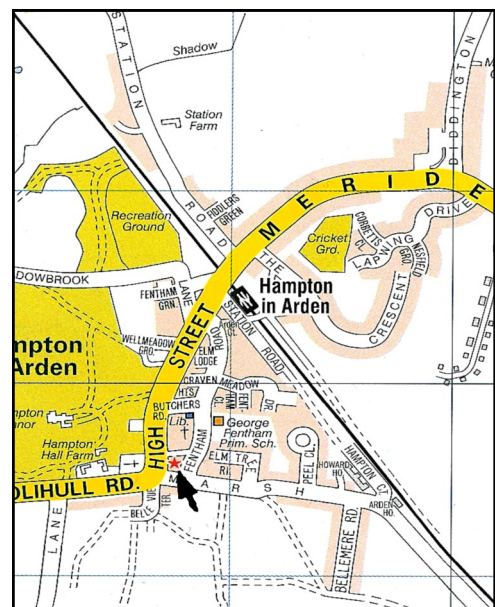
Full reception services will not be available during this time and only patients with appointments booked will be admitted onto the premises.

The normal out of hours emergency service will still be in operation on these Tuesday evenings and patients can contact this service by ringing **01675 442510.**

The Tuesday evening surgery is not a drop in or emergency service.

PRACTICE AREA:

The Practice extends up to approximately 2.5 miles from Hampton-in-Arden



Our Staff



The Doctors

Dr Rodger Charlton, MB, ChB, MD, FRCGP
(Qualified Birmingham, 1983) (GP Principal)

Dr Ryan Prince, MB, ChB, MRCGP
(Qualified Birmingham, 1995) (GP Principal)

The Practice Manager

Phillippa Holroyd

Practice Nurses

Sister Julia Hogg SRN, SCN, HVCERT
Sister Kirsty Millard RGN, Independent Prescriber

The Receptionists

Mrs Jacki Rosin Mrs Jane Hunt, Mrs Joan Barton &
Mrs Linda Tibbatts

Administration

Mrs Leah Prince & Mrs Jane Hunt

Phlebotomists

Mrs Susan Mills Cert in Phlebotomy

THE PRACTICE HAS THE FOLLOWING STAFF ATTACHED TO THE SURGERY

***Midwife, Physiotherapist,, Psychologist
Health Visitor , Chiropodist (Podiatrist) ,
and Pharmacist***

TEACHING/ TRAINING

The practice is a training practice and has on occasions both medical students and qualified doctors undertaking further training based at the surgery. Please inform the receptionist if you prefer not to have a student observing your consultation with your GP.

REGISTERING WITH THE PRACTICE

If you are interested in registering with the practice and would like any further information, the staff will be happy to help.

It will be necessary to complete a family doctor services registration form which can be obtained from reception and arrange a new patient medical assessment.

Please note that patients are registered with the practice and not a particular Doctor.



FACILITIES FOR THE DISABLED

There is access for the disabled and the surgery is all on the ground level. There is also a handrail leading from the car park into the surgery building.

The surgery doors ensure wheel chair access. There is a hearing loop system, disabled toilet facilities and an outside bell to alert the receptionists if you require help to enter the building. We have also recently purchased an electronically adjustable examination couch.

Longer consultations are available if required, just ask the receptionist if you need this or the adjustable couch.

There is a page on the contents bar of our website to help carers of disabled people who may require support, assessments or equipment. We welcome any suggestions to further improve the facilities for patients with disability.

VIOLENCE AND ABUSE

This practice supports the Government's NHS zero tolerance zone campaign.

Violence and abuse is a growing concern. GPs and their staff have the right to care for others without fear of being attacked or abused.

Violent patients will be reported to the Police and removed from the GP's list. We ask that you treat your GP and practice staff properly without violence or abuse. Further details are available on:

www.nhs.uk/zerotolerance

Should you require this leaflet in a larger print please ask at reception who will be happy to assist in providing this.

APPOINTMENTS

The Doctors or the Practice Nurse can be seen by appointment within the times stated.

Where possible, the practice will try to provide patients with an appointment to see the practitioner of their choice.

If your problem is urgent, the practice will provide access to a primary care practitioner within 24 hours and any GP within 48 hours.

If your problem is of a non urgent nature, advanced booking is encouraged to see the practitioner of your choice.

TEST RESULTS

The surgery receives many hospital letters and test results daily and we ask that patients contact us for any results they require.

Please telephone for test results in the afternoon after 2.30pm wherever possible. The staff will have more time to help.

**HOME VISITS**

Home visits are for people who are house-bound, there is no obligation for a doctor to visit if it is not necessary to do so. Visits are made at the doctors discretion.

If you require a home visit, please let the receptionist know before 10:00am wherever possible.

**TELEPHONE ADVICE**

One of the doctors is available to provide advice or answer queries between 11.00am and 11.30am and between 3:00pm and 4:00pm.

A Practice nurse is available Monday, Wednesday, Thursday and Friday mornings between 11:30 and 12:30, & Tuesday and Wednesday afternoons from 5:00pm to 5:30pm.

Clinics

Baby Clinic: The Health visiting team is now based at Balsall Common Health Centre and can be contacted on 01676 536850.

Child Immunisation Clinic: Please book an appointment with a Practice Nurse for your child's immunization.

Antenatal Clinic: For this service the midwife at the Surgery will be available on alternative Tuesday mornings for pre-booked appointments only.

Wart Clinic (Cryotherapy) : This clinic is held monthly on a Friday afternoon.

Family Planning/Diabetes/Asthma/Well Person Clinic: All provided during normal surgery hours with the Practice Nurse. Please make an appointment as usual.

Sexual Health & Contraception Clinic: The surgery can offer contraceptive advice or there is a clinic for the under 25s at 51 Grove Road, Solihull, B91 2AQ.
Tel: 0121 705 8737.

Well Person: All registered patients over the age of 16 years are entitled to a three-yearly health check, which can be carried out by appointment with a Practice Nurse

Care For The Elderly: Patients over the age of 75 years are entitled to an annual check-up either at the surgery or at their home if they are unable to get to the surgery.
This can be carried out by appointment with a Practice Nurse or Doctor.

Holiday Vaccinations: A Practice Nurse can provide advice and vaccination for all overseas travel. Please note that some vaccinations may incur a charge.

Influenza Vaccination: In accordance with Department of Health guidelines, we recommend an influenza vaccination to patients over the age of 65 years, or those living in a nursing or residential home and to those with chronic heart disease, kidney or lung cancer, asthma, diabetes or poor resistance to infection.

Appointments for flu vaccinations are made between September and December each year.

Specialist Drug Monitoring: Patients on specialist prescribed medication, eg: Warfarin and Methotrexate, and those who require regular monitoring will be seen by appointment for review by the Doctor.

EMERGENCIES

In the case of a life threatening emergency you should call 999,

If you need medical help fast but it's not a 999 emergency and the surgery is closed please call the NHS 111 service by dial 111. This service is available from 24 hours a day and is free from both landlines and mobiles.

YOU CAN NOW ORDER YOUR PRESCRIPTIONS AND BOOK DOCTORS APPOINTMENTS ONLINE.

Please go to the practice website www.hamptonsurgery.co.uk or ask at reception for a form to register for this service. From March 2015 you will be able to access elements of your medical record as part of this service.

If you do not wish to use the above service for your prescriptions then please write, drop in or fax your request for repeat prescriptions to the surgery. Fax Number 01675 443353.

Prescriptions will be sent directly to Hampton pharmacy unless requested to be collected from the surgery. The pharmacy then ask that you allow 72 hours before collecting from the pharmacy.

Please allow extra time at weekends and bank holidays.

CONFIDENTIALITY

To maintain confidentiality, please discuss medical problems only within the confines of the surgery. If you wish to have access to your medical records, please ask at reception for an information leaflet. (Mrs. Holroyd Practice Manager, is the Caldicott lead for Hampton Surgery.)

Personal information is requested so that you can receive appropriate care and treatment. This information is recorded on the surgery computer system and we are registered under the Data Protection Act. The practice ensures that patient confidentiality is maintained at all times by all members of the practice team. It is sometimes necessary that medical information about you is shared between members of the team. Prescriptions and some of the consultation records are run purely on the computer. This enables us to analyse various aspects of health care and to undertake audits to ensure

that standards of care are being maintained.

The partners listed in the practice form a non limited partnership to provide general medical services.

How we use your information: The practice asks you for information so that you can receive proper care and treatment. We keep this information, together with details of your care because it may be needed if we see you again.

We may use this information for other reasons : for example to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, can account for how it spends taxpayers money and the actions it takes on our behalf. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone. For more information on this please look at the how we use your information page on our website or ask at the surgery for a leaflet explaining this in mre details.

SUGGESTIONS & COMPLAINTS

If you have a comment, suggestion or a complaint about the service you have received at the practice, please let the Practice Manager know.

Write, telephone or ask to speak to our Practice Manager. We operate a complaints procedure as part of the NHS system for dealing with complaints.

Please ask for a copy of the Practice Complaints Leaflet to help you get the right help regarding your complaint

OUT OF HOURS SERVICE

If you have a life threatening emergency, then you should contact the 999. service.

NHS 111 is a NHS service to make it easier for you to access local NHS healthcare services when your GP is not available. You can call 111 when you need medical help fast but it is not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

Solihull Walk-in Centre next to Solihull Hospital offers walk-in appointments 8am to 8pm 7 days a week for patients in the Solihull area. They can be contacted on 0121 709 7711. Lode Lane, Solihull, B91 2AE

We're on the web!!
www.hamptonsurgery.co.uk

In June 2011 Hampton Surgery's newly formed Patient Participation Group met for the first time. The PPG is made up of a varied group of patients from the surgery and one of its tasks during the first year was to run a survey to gather the views of the patients about the services & patient experience that patients get from the surgery. It continues to be a active group working with the surgery to provide a patient orientated service to its patients. Look out for our regular newsletters that are distributed with the parish newsletters or our articles in the 'Chronicle Magazine'

The Surgery along with the PPG are always looking for patients to join the group or to pass on their comments or concerns regarding their experiences at Hampton Surgery. If you are interested in coming along to the next meeting please contact the Practice Manager on 01675 442510 who can give you some more information or can ask one of the PPG to contact you to discuss further.

PATIENT RIGHTS AND RESPONSIBILITIES

Please feel free to read the health information provided in the waiting room information folder.

You have the right to expect a high standard of medical care from our Practice and we will try at all times to provide the best care possible within the resources available. In order to assist us in this we require you take full responsibility to keep appointments and order prescriptions in a timely manner.

Very occasionally a practice / patient relationship breaks down and cannot be resolved. In this situation the patient may be de-registered. The practice also has the right to deregister a patient from their list. This would generally happen following a warning and a failure to rectify the situation. In these highly unusual circumstances we will provide a specific reason for any such removal.

PALS Experience (the Patient Advice & Liaison Support Service) offers advice and support to patients, clients, service users, their family's and carer's. They can be contacted on 0800 783 2894.

