



**Blendworth Lane  
Horndean  
Waterlooville  
Hants  
PO8 0AA**

**[www.horndeansurgery.co.uk](http://www.horndeansurgery.co.uk)**

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**Dr. Clare Matthews**

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**Dr Ali Robins**

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## **Introduction**

We are delighted to have you as a patient and will do our very best to ensure that you are treated promptly, courteously and in complete confidence in addition to providing you with the highest standard of care from our team.

Wheelchair and disabled access is available via the main entrances and we have disabled and baby changing facilities.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

We hope you will find this booklet useful as an aid to informing you about the wide range of services we offer at the Horndean Surgery.

We recognise that the parking facilities at the Surgery are not good, but you may park in the EHDC Car Park opposite the Surgery, or in the car park for the Blendworth Church Centre (by kind permission of the vicar).

We constantly look for ways to improve our services to patients. If you have any ideas or comments about the Practice, or our services, please let us know.

## **Patients' rights and responsibilities**

### **What can you expect from us:**

- Quality medical care provided by qualified clinical staff with a clear explanation of the treatment we propose to give you and an understanding response to any questions you may have.
- Courtesy and respect from everyone working at the surgery, especially with regard to your rights of privacy and confidentiality

### **What we ask of you:**

- To inform us as soon as possible if you will not be keeping your appointment.
- To tell us if you change your name, address or phone number.
- To be patient if we are running late.
- To treat everyone at the surgery with the courtesy and respect that you would wish to receive.

### **Consent Procedures**

Where possible, a clinician must be satisfied that a patient understands and consents to a proposed treatment, immunisation or investigation. For more information regarding our consent procedures please ask at reception.

## **Registering as a Patient**

If you live in our practice area and would like to register with us, please complete a registration form which is available from our reception desk. When you register you will be offered the opportunity to receive a new patient health check.

As part of the normal registration process you will be registered as a patient of the practice but can see any GP. However you will be allocated with a named GP. The named GP is responsible for their patients overall care. For more information regarding your allocated GP please ask at reception. You do have the opportunity to state a preference to receive services from a specific practitioner. When this request is made we will endeavour to comply with your request.

However, we do withhold the right to refuse your request if we have reasonable grounds to do so.

## **Accessible Information**

We want to ensure that any information we provide is accessible and can be easily understood. If you or anyone you live with or care for has any kind of disability, impairment or sensory loss and you would like information to be provided in an alternative format, please let us know.

Contact details of local and national services and charities, such as British Sign Language, which are able to offer help and support, is available on our practice Web Site. If you would like more information on help to access this information please ask at reception.

## **The Practice team**

### **Dr Mark Coombe**

Mark joined the Horndean Surgery in August 1996 after service in the Royal Army Medical Corps.

### **Dr Clare Matthews**

Clare Matthews joined the Surgery in January 2014. She previously worked in General Practice in Arundel.

### **Dr Zaid Hirmiz**

Zaid joined the surgery in May 2015. He was previously a GP partner in Southampton.

### **Dr Ali Robins**

Ali joined the surgery in September 2015 after working as a GP in Romsey.

## **Practice Manager**

Mrs Jean Smees (Diploma in Practice Management, MAMS) is responsible for the management and smooth running of the practice. She is available in person to deal with any suggestions or complaints.

## **Reception and Administrative Staff**

Our team of receptionists and administration staff answer the telephone, assist with enquiries, arrange appointments and patient transport to hospital and take written prescription requests. They also deal with necessary, but unseen tasks, including the processing of repeat prescription requests, transfer of electronic data into clinical records, referral requests to hospitals, non-NHS administration and the practice's clinical recall systems and audit processes.

## **The Practice Nursing team**

The Practice Nursing team consists of 5 clinicians who are qualified Registered Nurses and Health Care Assistants who have specialised knowledge of Practice Nursing.

Each has specialist skills at your disposal and they are competent in dealing with all aspects of patient treatment in General Practice, including:

- Well woman, Well man and teenage health screening
- Minor illness and injury treatment and advice
- Cervical Smears
- Smoking cessation advice
- Dressings and wound care
- Childhood Immunisations
- Ear Care
- Travel Immunisations
- 'Long Term Condition' management which includes clinics for those suffering from Asthma, COPD, Diabetes, Hypertension and Coronary Heart disease.

## **Useful information**

### **Data Protection and Information About You**

The Data Protection Act controls how we use information about you. You may be receiving care from other people as well as the NHS. We therefore may need to share some information about you. We only ever use or pass on information about you if there is a genuine need, and it is in your interest to do so. Whenever we can we shall remove details which identify you. Anyone who receives information from us is also under a legal duty to keep it confidential.

You have the right of access to your health records. Please make your request in writing to the Practice Manager, at the address on this leaflet.

### **Freedom of Information Act 2000**

The Freedom of Information Act 2000 requires that the Practice creates a guide to the services and General Practitioners at the Horndean Surgery. This leaflet forms a large part of the guidance. The remaining guidance is held in a document called the 'Horndean Surgery General Practice Publication Scheme', which is available from the Practice Manager.

### **Abusive or violent patients**

Whilst our staff are experienced in relating to patients who may be anxious or upset, abusive, violent or threatening behaviour will not be tolerated. Such behaviour will result in the police being called and the patient being removed from the practice list.

## **Opening Hours**

The surgery is open from

- ***Monday to Friday 8am – 6.30pm***

Surgeries and clinics are run at various times daily.

In addition, extended opening hours offer pre bookable appointments to patients who are unable to access medical services during normal working hours.

These are held on:

- ***Monday evening 6.30 – 8pm***
- ***The last Saturday of every month 9am - 11am***

## **Out Of Hours**

If you have a life threatening medical emergency please dial 999.

If you require urgent medical assistance outside of surgery hours, which cannot wait until the surgery re-opens, please call 111. Calls to the NHS 111 service are free from both landlines and mobiles.



## **Appointments**

Surgery and clinic consultations are by appointment and can be made at reception or by telephoning during our normal opening hours. Some appointments are also available to book on-line. Please ask for more details regarding on-line booking at reception.

Consultations with a doctor are timed to take approximately 10 minutes.

The receptionists will arrange your appointment and are your link with the rest of the Practice. The more information you are able to give them, the better they will be able to assist you. Routine pre bookable appointments can be booked up to 4 weeks in advance. If you need to see a clinician for an urgent/ on the day appointment the receptionist will ask for a brief description of your problem in order to deal with your request appropriately.

Please let us know if you are unable to keep an appointment so that that time can be offered to another patient.

## **Telephone Consultations**

If you have a problem that you feel can be managed over the telephone by speaking to a clinician, you can make an appointment for a telephone consultation. Telephone consultations are also suitable for discussing medication or test results.

## Home Visits

The doctors will only allocate a Home Visit on the basis of clinical need. If you feel that a home visit is appropriate please telephone **(023) 9259 2138** preferably before 10:00am. This will help the doctors to plan their visits for the day. Please do try to come to the surgery if you are able as this will save the doctor's time, and patients can be examined more thoroughly, and with the appropriate equipment, in the surgery. Patients suffering from acute and potentially serious illnesses will always be given priority for a home visit, but if unexpectedly rapid deterioration occurs, relatives are encouraged to make a repeat telephone call to the surgery without delay. If the situation appears to be critical. Dial **999** for an ambulance.

## Repeat prescriptions

These can be requested on-line via our Practice website, by bringing in your repeat prescription slip, by completing a form at the surgery, or by writing to us. You may also fax a request to the surgery on (023) 92 571628, but please ensure that you indicate Name and address and which item you wish repeated. If you require your prescription to be posted to you please supply an S.A.E. with your request. Prescriptions can also be directed to a local chemist if you wish. You should allow 48 hours for your prescription to be processed. You will be periodically requested to visit the doctor to monitor your progress if you are on long-term treatment.

## **Test results**

Please ring after 11am for test results. The results of tests can vary and can take from 48 hrs up to several weeks before we receive them. Test results will only be given to the **patient or parent of a minor**.

## **Attached staff**

**District Nurses**: Visit housebound patients in their home and provide general nursing care and advice.

**Health Visitors**: Visit families with children aged five years and under, providing support and advice during the early years.

**Midwife**: Provides support and information to families regarding antenatal and postnatal care from around twelve weeks' of pregnancy.

**Community Psychiatric Nurse (CPN)**: Provides medical treatment for patients with specialist psychiatric needs either at the surgery or in the patient's home.

**Counsellor**: Provides a counselling service for patients of the Horndean Surgery.

**For more details please contact reception.**

## **Training of Doctors**

We are an accredited training practice and frequently have GP Registrars working with us. GP Registrars are fully qualified doctors who are in the final stages of training before working as GPs in their own right.

Training sessions sometimes include the video recordings of consultations which enable the effectiveness of the doctor to be assessed. Whenever video recordings are proposed, you will be consulted, and you may opt not to participate if you prefer.

## **Research**

The Practice is also involved in General Practice Research, and the aims are to:

- Improve the evidence base for primary care.
- Inform the prevention, diagnosis, treatment and management of illness and disease in primary care.
- Facilitate and increase the Participation of General Practices, primary care practitioners and patients in research.

Please be aware that if you are invited to participate in a study, whether you accept the invite or decline, this will not affect your care or relationship with the practice in any way.

## **Complaints procedure**

If you feel we have not met your expectations, then let us know. If you make a written complaint, please address it to the practice manager. We shall normally try to acknowledge it within 48 working hours of receipt.

In line with the NHS complaints procedure you should receive a more full response from the practice within 10 working days. Any medical issues will be passed to the doctor(s) concerned for comment. If you feel that the problem has not been resolved after this then you should contact:

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Contact Number:** 0300 311 2233  
**Postal address:** NHS Commissioning Board  
PO Box 16738  
REDDITCH  
B97 9PT

## **Minor illness and injuries**

**Health care information:** If you need medical advice fast but is not a 999 emergency NHS 111 is a fast and easy way to get the right help – wherever you are and whatever time. A team of highly trained advisors will direct you to the people you need to speak to.

**Minor Injuries Unit:** Petersfield Hospital, Swan Street,  
Petersfield, Hants, GU32 3LB,  
**Tel: 01730 263221.**

## **Horndean Surgery Patient Group**

The Horndean Surgery Patient Group consists of a group of patients and members of the practice team who seek to increase liaison between patients and the Practice for the overall improvement of health care and services.

If you would like to make any comments or suggestions, would like to know more or feel that you may be interested in joining the group please complete a return slip which can be found in the foyer

## **Management of Common Ailments**

### **Diarrhoea and Vomiting**

Usually caused by infection, unusual food, alcohol or anxiety. Mild, cramp-like colicky pain is usual. Clears up within a few days. Drink frequent small amounts of clear fluids: water, clear soup or diluted fruit juices. Avoid very sweet drinks and take no solid food. Do not take any medicines other than those prescribed. When you begin to feel better and hungry, eat small quantities of bread, boiled potato or thick vegetable soup. Avoid meat, butter, cheese and other rich foods until you feel well again.

#### ***See the doctor:***

- If you have recently returned from abroad or ask at reception.
- If you have severe abdominal pain, vomiting or headache
- If you are diabetic
- If you vomit blood or pass blood in the stools

- If it is not improving within 24 hours
- If the person is an infant under 6 months old
- If you are particularly worried

## **Sore Throats, Coughs and Colds**

Everyone gets sore throats, coughs and colds from time to time. The usual cause of all these is infection with a virus. Given the chance, the body's natural defences kill the virus very efficiently within four or five days. The symptoms may persist for a little while longer. Antibiotics do not help. If you feel feverish and ill, rest in bed and drink plenty. Aspirin or paracetamol help to relieve the pain and reduce the fever. Take two soluble aspirins or two paracetamol every four hours. Gargling with them first may help. Children under 12 should avoid aspirin but may be given paracetamol. Follow the dosage instructions on the bottle. Warm drinks may help a cough. Steam inhalations relieve a dry cough and blocked nose. Decongestant nose drops relieve a blocked nose but do not use them for more than two or three days.

### ***See the doctor:***

- If you have a pain in the chest, you're wheezing or you're having difficulty breathing.
- If you cough up blood
- If a sore throat is getting worse after two or three days
- If a cough is not improving after two weeks
- If you have a severe earache or headache
- If the person is a baby-under-six-months with a cough

## **Bumps and Bruises**

Rest with injured part raised. Apply a cold compress to relieve pain.

### ***Attend Accident and Emergency***

- If you fear a bone may be broken.
- For head injuries, if the person has been unconscious or cannot remember what happened.

## **Burns and Scalds**

Immerse the burn or scald in cold water immediately. Gently dab-dry with clean tea towel or kitchen paper. Do not apply butter. Leave uncovered if possible.

### ***See the doctor:***

- If severe or extensive
- If the skin is blackened or badly blistered
- If the person is a baby under one year old

## **Cuts**

Stop the bleeding by firm, gentle pressure for two or three minutes. If dirty, wash gently under a cold tap and pat dry. Apply plaster across the cut to hold the edges together.

### ***See the doctor or nurse:***

- If the cut is more than one inch long or gaping badly
- If the patient has not had a full course of tetanus injections
- If you are worried



## **Grazes**

Wash gently with clean water and pat dry with a clean tea towel or kitchen paper. Leave uncovered.

## **Family medicine Chest**

**We suggest you keep the following:**

- Paracetamol and Aspirin (children under 16, people on anti-coagulation drugs and people with asthma should not take Aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Sunscreen – SPF 15 or higher
- Sunburn treatment (for example, Calamine)
- Tweezers or sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

**Remember:** Keep the medicine chest in a secure, locked place out of reach of small children.

Always read the instructions and use the suggested dose. Watch expiry dates – do not keep or use medicines past their sell-by date.