

Useful Contact Details

NHS Direct www.nhsdirect.nhs.uk
0845 4647
Hantsdoc (Doctor out of hours)
0118 9365592
District Nurses
01189 707225
Health Visitors
01256 376483
PALS(Patient Advice and Liaison Service) 01483 782775
Hospital North Hampshire Hospital
01256 473202

Pharmacists

Lloyd's Chemist, Guinea Court
01256 479338
Lloyd's Chemist (Next to Tesco)
01256 356590
Boots Chemist (Chineham)
01256 471414
Lloyd's Chemist Winton Square
01256 465522
Lloyd's Chemist Rooksdown
01256 320303
Lloyd's Oakridge
01256 464540
Lloyd's Popley
01256 327882
Boots Chemist (Town Centre)
01256 351611
Fastfare Pharmacy
01256 357637
Day Lewis Pharmacy (Old Basing)
01256 477267

Hampshire Primary Care Trust
01256 332288
Citizen's Advice Bureau
01256 322814
Social Services
01256 362000
CRUSE Bereavement Care
01420 561456
Samaritans
01256 462333
Alcoholics Anonymous
0845 7697555
Basingstoke Counselling Service
01256 843125
Quit Smoking Clinic
0845 6024663

The Chineham Medical Practice

Reading Road, Chineham, Basingstoke RG24 8ND
Tel: 01256 479244 Fax: 01256 814190
Website address - www.chinehamsurgery.co.uk

Introduction

The Chineham Medical Practice was built in 1990 and serves a population of approximately 10,200 patients. We accept patients from a practice area that extends from Old Basing in the South to Bramley in the North.
A map of our practice area is available on our web site.
(www.chinehamsurgery.co.uk).

How to register at the Practice

If you live within our Practice area, and would like to register, please come to the surgery to complete the registration process or download the documents from our website. We need to see photographic evidence of identification for example, your passport or driving licence and also a household bill which must have your name and address on it.

You can download a registration form from the Practice website. Once you are registered you can access all our services. Our registered patients can also make appointments and order repeat prescriptions on line.
Please ask at reception or your GP for details.

Opening Hours

Our Surgery is open Monday from 8:00 am until 7:30pm
Tuesday 8am to 6.30pm (alternative Tues until 7.30pm)
Wednesday to Friday from 8.00am until 6.30pm and alternative Saturdays from 8.30am to 10.30am

Surgery Appointments

Surgeries are held every day in the mornings, afternoons and evenings. Appointments start at 08:15 am and end at 6:00pm (7.20pm Mon and alternative Tues evenings)
Patients can only be seen by appointment.
To book, please ring the surgery or book on line.

Telephone Advice

Telephone appointments are available every day from approximately 10:30 am until 12:30pm with Doctor or Nurse.
If you need to speak to a doctor or nurse please book a telephone appointment and the doctor or nurse will call you back.
A doctor may ask you to book a telephone appointment to discuss your results.

The telephone surgery is covered by a different doctor each day.
All calls are recorded for patient safety.

Non-urgent medical advice is available 24 hours a day from **NHS DIRECT** on **0845 4647**
(Website www.nhsdirect.nhs.uk)

Home Visits

If you are too ill to travel to the surgery, please telephone between 08:00 and 10:30am so that a doctor can arrange to see you at home that day. A doctor will call you before you are visited.
Requests made later in the day for non urgent visits to housebound patients may not be possible until the next working day.
For **urgent visits** during normal working hours, please ring the normal surgery number on **01256 479244**.

Feedback and Complaints

Our Practice Manager, Mrs Moira Clark, has overall responsibility for the smooth running of the practice. If you wish to give us feedback or have a complaint about any aspect of our service, please ring her on 01256 479244 or write to her, or your GP. We also have a comments/suggestion box in the waiting room which you can access if you wish.

The Hampshire Primary Care Trust (PCT) also operates a Patient Advice and Liaison Service (PALS 01483 782775) which can be used to resolve any problems which have not been adequately addressed by the Practice.

We have an active Patient Participation group who represent the patients' interests and help patients to get the best service to meet their needs. If you are interested in joining please ask at the reception desk or write to the PPG attn: Karen Ashton, c/o Chineham Medical Practice.

Patient Confidentiality and Medical Records

Doctors and certain staff in the practice have access to your paper and electronic medical records to enable them to do their jobs properly.
All information about you is stored securely.

You have a right to see your medical records. Please enquire at reception if you require details of how to do this.

A detailed Patient Confidentiality and Data Protection policy is available from the Practice Manager.

Please help us to keep your records up to date by informing us immediately about any changes to your circumstances, especially your contact details.

Dr Shehla Jamil
MBBS 1987 DCH DRCOG DFFP MRCCGP
London

GP Appraiser, Special Interest Woman's Health and Contraception

Dr Chiranthi Wijewardena
BSc 2001 BM MRCP MRCCGP
Southampton
General Medicine
currently on maternity leave

Dr Helen Bruce
BM 1989 MRCCGP
Southampton
Special Interest Complementary Medicine

Dr Deborah Abbott
MBBS 1999 DRCOG MRCCGP
London
General Practitioner

Dr Benadict Chen
BM 1997 MRCCGP
Southampton
Special Interest Minor Surgery

Dr Rachel Yarnton
BM 2002 MRCCGP DRCOG
Southampton
General Practitioner - currently on maternity leave

Out of Hours

When the surgery is closed i.e. from 6:30pm (7.30pm) to 8:00am Monday to Friday and all day at weekends and on Public Holidays your urgent Medical Care is provided by HANTSDOC on 0118 936 5592

Website address www.hantsdoc.org.uk

A call handler will ask you some brief questions before a Doctor or Nurse calls you back to decide whether you need advice only, an appointment or an emergency visit.

Patients are seen in the Primary Care Centre based in the Fracture Clinic at the North Hampshire Hospital.

All calls are recorded for patient safety

Please think carefully before dialling 999 or using the accident and emergency department at the hospital, as these services are for people who are seriously ill or injured.

Repeat Prescriptions

Patients who are on regular medication may request further repeat prescriptions by telephone (after 10am), by post, on line, or in person. Prescriptions will be available for collection **48 hours after** the request has been received. Some of our local Pharmacies collect repeat prescriptions from the surgery daily and will have the medicines ready for collection from the Pharmacy **72 hours after** the request has been received at the surgery.

Please let us know if you would like to use this service.

If your repeat prescription review is out of date you will be asked to make an appointment before further prescriptions can be issued.

Test Results

For test results please telephone the surgery between 11:00am and 6:00pm.

Please allow 3 working days before telephoning for blood tests and 1 week for X-Rays.

Cervical smear results usually take 8 to 12 weeks and patients are now informed by post directly from the cervical screening department.

Sickness Certificates

NHS certificates are only issued **after** the first seven days of absence from work.

Before this your employer may ask you to complete a self certification form.

A fee is charged for any other certificate request.

Services

The surgery offers a wide range of services and some of these are listed below.

Please ask at reception for further details or look at our website.

Antenatal Clinics
Childhood Immunisations
ECGs
Family Planning Services
Flu Clinics
Hearing tests for adults
Joint injections
Minor Surgery
Travel Clinics
Cryotherapy Clinics

Health Visitors

Our Health Visitors who are based at Fairway House can be contacted on their direct line **01256 376483** for advice regarding a variety of problems relating to the early years, for example infant feeding.

A message can be left on their ansaphone at any time and someone will call you back when they are next available.

Community Midwife

Rose Crump is our Community Midwife and runs Antenatal Clinics at the surgery in the afternoons of Monday, Tuesday and Wednesday. If you are pregnant please book an appointment with the midwife to discuss your antenatal care.

District Nurses

Our District Nurses are based at the Holmwood Practice telephone number **01189 707225**. They will visit **housebound** patients who need nursing care at home at the request of a GP or Hospital Doctor.

The Medical Team

Currently the Medical Team consists of 11 GPs (4 male and 8 female). We also employ 2 Nurse Practitioners, 1 Practice Nurse, 1 Health Care Assistant and 1 Phlebotomist.

You can request an appointment with any of the available doctors or nurses.

Our practice is a training practice which means that qualified doctors, who are training to be GPs and Hospital Doctors, will be working with us for periods of up to 1 year. We also train medical students. You will be asked for your permission before a student is allowed to see you.

The Doctors

Dr Philip Hiorns
Bsc MBBS 1978 MRCCGP DA(Eng) DRCCOG
London
Senior Partner, Special Interest Diabetes and Palliative Care

Dr Keith Ollerhead
Bsc MB ChB 1982 FRCS(Ed) MRCCGP
Manchester
PCT Clinical Adviser, GP Appraiser, Special Interest Minor Surgery

Dr Catherine de Mars
MB ChB 1987 DCH MRCCGP
Birmingham
GP Trainer, Special Interest Palliative Care