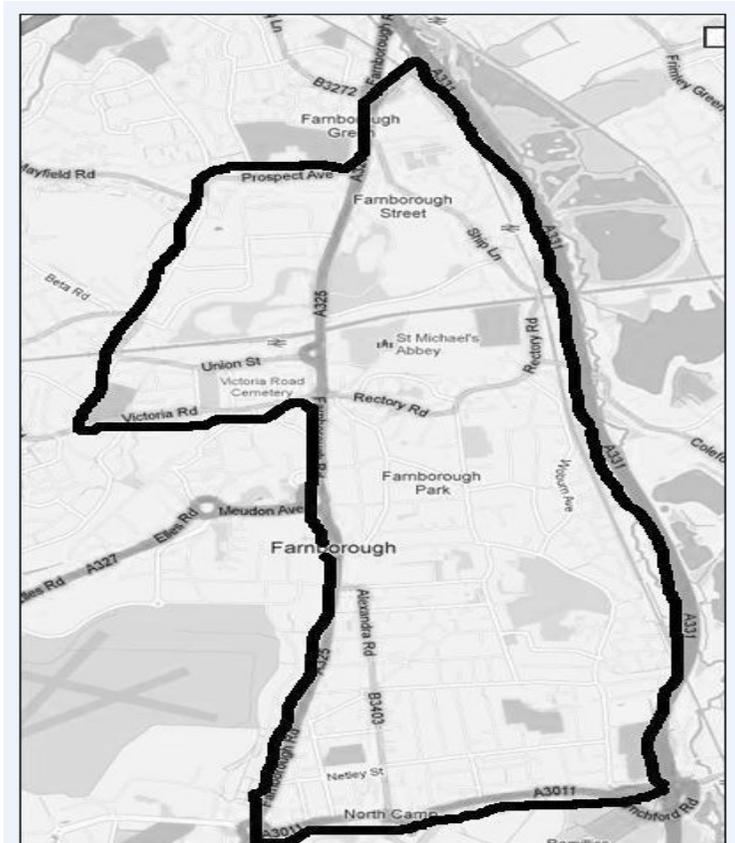


Useful Telephone Numbers

The Surgery	01252 541155
Out of Hours Service	111
Frimley Park Hospital	01276 604604
Royal Surrey Hospital	01483 571122
Neighbourcare	01252 371199
Rushmoor Borough Council	01252 398399
Social Services: Adult service	0300 5551386
Social Services: Children's service	0300 5551384
Registrar Births, Deaths (by appt)	0300 5551392
Samaritans	116 123
Independent Complaints Advocacy Service	0300 3305454
NHS England (Wessex)	0300 3112233
North East Hants & Farnham CCG	01252 335154



Welcome To Alexander House Surgery

Thank you for joining the practice, which was established in 1960 and provides a comprehensive range of medical services and full family health care. This booklet will help you to find out about the services we offer and how to get the best use from our facilities. It contains information about our nurses, health visitor and midwife, and gives details about surgery times and clinics held at the practice. Our practice area covers Farnborough and North Camp.

THE PARTNERS

Dr Lois Watts	MBBS MRCGP DCH DRCOG DFFP (London 2002)
Dr Minal Serpant	BM MRCGP (Southampton 2000)
Dr Kristian Hampshire	MBBS BSc (Hons) MRCGP (London 2007)
Dr Alice Earl	MB ChB (Hons) MRCP MRCGP (Leeds 2002)

We operate a personal list system, which means you will nearly always see your own doctor except for holidays or emergencies. This system allows continuity of care and a closer relationship between patient and doctor.

OTHER MEMBERS OF THE PRACTICE TEAM

Dr Suzanne Marshall	MB ChB MRCGP (2011) DFRSH DGM is employed by the practice as a permanent part-time GP.
Dr Elizabeth Pryde	MBBS MRCGP DRCOG is employed by the practice as a permanent part-time GP

Named Accountable GP for all Patients

- All current and new patients registered with this practice are allocated a named GP
- If you would like to express a preference as to which GP you are assigned the Practice will make reasonable efforts to accommodate this request
- Having a named GP does not prevent you from seeing any other doctor within the practice
- If you wish to be told the name of your Accountable GP please ask the receptionist when you are next in the surgery.

Please note: *There is no need to telephone the Practice for this information, our phone lines are very busy and primarily are for patients with urgent needs*

Nurse Practitioner

Sharon Boylett MSc, PGDip, Dip N (London), NDN, RGN

The Nurse Practitioner is able to treat minor illnesses and injuries, as well as offering health advice and management of long-term illness (asthma, heart disease etc). Patients have the opportunity to make an appointment with Sharon in the same way as they make an appointment to see their GP.

Practice Nurses

Our practice nurses **Pip Regan** BSc, PGDip, RM, RGN, **Sarah Moger** RGN and Annie James RGN are available by appointment throughout the day to deal with minor illnesses and advise you on many aspects of health care.

They are fully qualified to deal with:

- Immunisations
- Blood pressure checks
- Wound dressing and stitch removal
- Ear syringing
- Dietary advice
- Diabetes Type 2
- Well woman clinics (cervical smears etc)
- Asthma

THE PATIENT'S OBLIGATIONS TO THE PRACTICE

- * To be punctual for all appointment times.
- * To notify the practice as early as possible if the booked appointment cannot be kept.
- * To make separate appointments if more than one person is to be seen.
- * To accept that more than one appointment may be necessary for numerous or complicated medical problems.
- * To be patient if appointment times are running late; it is not possible to forecast the precise time each examination requires.
- * To ask for home visits only if the patient is too ill to attend the practice.
- * To contact the doctor out of hours only for a medical emergency that requires immediate attention.
- To be courteous at all times to the practice staff.

Hay Fever

This common ailment affects many people during the spring and summer and is caused by pollen from grass, flowering plants and trees. It may cause sneezing, nasal irritation, itchy and watering eyes as well as an itchy throat and palate. Treatment is best started before the onset of the hay fever and continued throughout the pollen season, to prevent symptoms. Treatment usually consists of antihistamine tablets, nasal sprays and eye drops. You may require some or all of these depending on your symptoms. All of these preparations are available over the counter at the chemist.

Earache

Earache is a common complaint in children. It is frequently the result of an ordinary cold and catarrh. If caused by catarrh it will usually settle within 48 hours. The treatment is paracetamol every four hours. Persistent earache may require antibiotics and you should consult your doctor if the earache is not settling or seems particularly severe.

Cystitis

This distressing symptom is quite common in women and can be recurrent with attacks of frequent passing of urine, with or without burning and even with blood on occasions. Initial treatment is a high fluid intake, painkillers and warm bathing in salted water. If symptoms persist you should consult either the practice nurse or your doctor who will arrange treatment for you.

Healthcare Assistants

Mandy Goswell and **Georgina Sharp** are our two healthcare assistants who take blood and check blood pressures. They also perform ECG's, 24 hour blood pressure monitoring and run diabetes, weight and smoking clinics.

Practice Manager

Our Practice Manager, **Mrs Katie Baker**, heads our administrative team and is always pleased to help you with any problems regarding practice administration.

Our Assistant Practice Manager, **Mrs Marion Long**, is also available to help.

Administrative Team

Nina Lee and **Charlotte De Viell** are the Practice Secretaries, and **Mandy Baynes** and **Julie Powell** are responsible for administration. **Ann Fox** leads the Reception team of Sarah Clarke, Sally Edney, Lyn Powell, Julie Herbert, Cynthia Selmes, Jess Hyams & Karen Jesse. All our staff are here to help you and will be pleased to do so.

Health Visitor

The Health Visitor is responsible for the promotion of health for babies and young children. They can be contacted Monday to Friday, between 9.00am and 5.00pm on **01252 373057**. Baby clinics are held on Mondays 1pm-3pm at St Marks Church Hall, Guildford Road East, Farnborough.

Community Midwife

Marian Walsh RGN RM is our midwife and she shares your antenatal care with your doctor. She will arrange parent-craft classes for you during your pregnancy and care for you on your return from hospital.

District Nurses

The District Nurse Team are available for nursing assessment and care of patients in their homes. District Nurses can be contacted via the Single Point of Access Team on **0300 00 300 50**

ZERO TOLERANCE

This practice will adopt a zero tolerance policy towards any person who is verbally or physically abusive to any member of our practice staff or any other person on our premises.

CONFIDENTIALITY

The patient has the right to expect that information about them will be held in confidence by their doctors. All patient information is considered to be confidential and we comply fully with the Data Protection Act 1998 and Caldicott principles. All employees in the practice have access to this information in relation to their role, have confidentiality clauses in their contracts of employment and have signed a confidentiality agreement. All staff members adhere to the Confidentiality: NHS Code of Practice 2003.

APPOINTMENTS (SEE TABLE)

Appointments may be made by telephoning 01252 541155 or by calling at the surgery.

The doors will be open from 8.00am. Our phone lines are open from 8.30am and morning and afternoon appointments are generally available. However, if you want to see a specific doctor, you may have to wait until they are next in the surgery.

If you do not want to be seen on the same day, there are a number of appointments that you can pre-book up to two weeks in advance.

If you want to be seen urgently on the day that you ring, you will be put on your own doctor's Triage list. Your call will be returned within a short time to speak to you about the problem and arrange the best management.

If you cannot keep an appointment, please inform us as soon as possible so that the appointment can be offered to someone else.

There are also extended hours appointments available in the evening and at weekends, please speak to the reception team if you would like to book one of these appointments.

EMOTIONAL HEALTH and contentment is fostered by contact with family, friends and neighbours and maintaining a wide range of different interests and hobbies. Exercise and a healthy diet also helps, along with getting out into the fresh air especially in the winter months.

HOW TO TREAT COMMON AILMENTS

Coughs, Colds And Stuffy Noses

Colds are caused by viruses. Even today there is still no cure for the common cold. Paracetamol will help to relieve the headache, sore throat and aching, as well as bring down a fever. It is helpful to take plenty of liquids. The best way to relieve catarrh is to inhale steam, and a pinch of vapour rub will bring even greater relief.

Gastroenteritis

This term describes a group of diseases with symptoms of vomiting, diarrhoea and stomach pains. Because the stomach is often upset, medicines are usually vomited up, so are seldom effective. Fluids should be the main treatment, to counteract dehydration. The usual cause is a viral infection although sometimes a particular bacterium can be the cause, when there is a specific source of infection. Whatever the cause, it rarely needs prescribed treatment and most cases get better within a few days.

Vomiting and diarrhoea in babies and children needs more careful watching and if both are occurring, or if either goes on for more than 12 hours, you should consult your doctor. Holiday diarrhoea can be severe or even prolonged and it is important to tell your doctor if you have been abroad and contracted an infection.

HEALTHY LIVING

Many illnesses are brought about by a poor lifestyle and doctors often have to advise patients about changing their habits if they want to become and remain well.

SMOKING is a major contributory factor and causes many diseases; it also aggravates other minor ailments and usually interferes with any treatment you may be taking. Smoking in pregnancy affects both mother and unborn baby and passive smoking has also been shown to be harmful to others. There are various methods of helping people to stop smoking and if you cannot manage it on your own you should seek help from your doctor or make an appointment for the smoking clinic.

ALCOHOL in excess is also harmful but small amounts do not cause problems. For a man 21 units spread throughout the week, and for a woman 14 units, will do no harm. A unit is half a pint of beer, a glass of wine or a single measure of spirits. If you think you are relying on alcohol for relaxation or to help you to sleep, it may be worth talking to your doctor about it.

EXERCISE is good for the circulation and general well-being and is a good habit to maintain from youth. If you have not exercised recently, do not do anything too strenuous to begin with, but build up gradually. If in doubt about your fitness have a word with your doctor or nurse before starting.

DIET is important if you are to stay healthy and regular eating habits are worth establishing: this means having reasonable sized meals three times a day, and not starving until evening to have a large meal! A good diet should contain enough roughage (found in bran or cereals) to prevent constipation and not too many carbohydrates (as in sweets and cakes) which cause weight gain. Dietary advice is always available from our nursing staff.

SURGERY HOURS

The Surgery is open from 8.00am - 6.30pm Monday to Friday. In addition we open on the 1st and 3rd Saturday mornings of each month for routine appointments. The surgery telephone lines are closed every day from 1.00 - 2.00pm. On occasion the surgery may also close between 1.00 - 2.00pm for staff training.

HOME VISITS

Requests for home visits should be made, if possible, before 10.00am. The doctor will normally speak to the person requesting the visit in order to ascertain the nature of the problem.

NHS 111 AND OUT-OF-HOURS SERVICES

NHS 111 operates 24 hours a day and is available to patients who need medical help fast but it is not an emergency. NHS 111 makes it easier for patients to access local NHS healthcare services. NHS 111 is a fast and easy way to get the right help, whatever the time.

Call 111 if:

- The surgery is closed
 - * Monday to Friday: 6.30pm to 8.00am
 - * Weekends: Friday 6.30pm to 8.00am Monday morning
 - * Bank Holidays
- You need medical help fast but it is not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call

If you need medical help outside of our normal opening hours you should therefore call **111 from your telephone**. Your call will be answered by a fully trained adviser who will ask you questions to find out what is wrong, give you medical advice and direct you to someone who can help you, like an out-of-hours doctor or a community nurse. If the adviser thinks your condition is more serious they will direct you to hospital or send an ambulance.

If you think that you may only require advice and may not need to speak to a doctor, please initially call this service by dialling 111.

TO REGISTER

If you have been told by the practice that you are within our catchment area and you wish to register here, then call into the Surgery and you will be asked to complete a registration form and fill in a medical history questionnaire. You will also be invited to make an appointment to attend a new patient medical.

On completion of these forms you will be registered at the practice and be able to make an appointment to see your doctor. We would request that you keep us informed of any changes to your personal details whilst registered at the surgery.

PRACTICE CLINICS

Antenatal
Baby/Child Immunisation
Chronic Disease (Asthma /CHD/TIA)
COPD
Diabetic
INR Clinic
New Patient Medical
Smoking Clinic
Travel Clinic
Weight Management & Health Check
Well person Check
Well Woman

TEST AND X-RAY RESULTS

These are available by telephone from reception after 2.00pm on weekdays. Please allow three days for blood test results and seven days for x-ray results.

ONLINE SERVICES

You can now order prescriptions, book & cancel appointments and see test results online, please see a member of reception to gain access.

SUGGESTIONS AND COMPLAINTS

We aim to provide a high quality service and the doctors and staff are always interested in patients' comments about the services provided. Complaints should be addressed to the Practice Manager, who will be happy to listen to your suggestions or criticisms and initiate any appropriate action.

ACCESS TO MEDICAL RECORDS

Patients can normally see their own computer record in the consulting room as the doctor or nurse use it. Patients can request access to their own written and computer records if requested, although the records may not be removed from the practice premises. If copies or a computer printout is approved, a charge is made for this to cover costs incurred. Access to medical records for people outside the health care team (or who are involved in the patient's clinical care) is only given with the patient's express written permission.

FREEDOM OF INFORMATION REQUESTS

The Freedom of Information Act (FOIA) gives you the right to ask any public sector organisation for the recorded information they have on any subject.

Anyone can make a request for information – there are no restrictions on your age, nationality or where you live. Some sensitive information might not be available to members of the public. If this is the case, we will tell you why we have withheld some or all of the information you requested.

The Practice will charge for information requests, in line with the FOI Act Fees Regulations or other applicable regulations, including the Data Protection Act 1998, to cover administration costs.

DISABLED ACCESS

There are disabled parking spaces available on the road outside the Surgery. Patient services are provided at ground floor level. A disabled patients' WC is provided near the front entrance. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

NON-NHS EXAMINATIONS

Examinations for insurance purposes, driving and for other special reasons can be done at the surgery by arrangement; please ask at reception. A fee may be charged for these examinations as laid down by the British Medical Association and you will be told about this when you book.

TEACHING

We are a teaching and training practice and this means that from time to time we will have a doctor working with us for up to 12 months while learning about family practice. All of the doctors are fully qualified and work as an integral part of the practice.

As part of our accreditation to train doctors intending to become general practitioners, the practice needs to be regularly inspected for this purpose, and this involves inspection of the medical records. Only doctors approved for this purpose will do this, and they will respect completely the confidentiality of any information. Nevertheless, if you do not want your records to be available for inspection then please inform the practice of your wishes.

Sometimes the doctor may wish to video record their consultations and in this case your permission will always be requested beforehand.

Students may also be attached to the practice from time to time and they may sit in with one of the doctors or nurses during consultations. You will be asked if you would prefer not to have someone else there when you consult the doctor and your wishes will always be met.

Our nurses and health visitors also train students who may accompany them during their work.

Further information about training in this practice is available from the receptionist.

INFORMATION FOR HEALTH

Your doctor and nurses need to make notes about any illnesses you have, treatment you receive, test results and other information relevant to your condition in order to provide you with proper care and treatment. We keep this information because we may need to see you again or you may see another doctor.

REPEAT PRESCRIPTIONS

Patients on repeat medication are asked to allow **two** full working days when requesting a repeat prescription. Requests should only be made on the computer forms provided. Telephone requests will not normally be accepted as this can result in errors being made.

Other Services:

Family Planning

All of the doctors offer family planning advice which is dealt with in the course of a normal surgery. IUCDs can be fitted at the surgery.

Child Health Surveillance

A full programme of Child Health Surveillance is undertaken at the surgery, where the doctors work in co-operation with the health visitors to provide a comprehensive service of examinations, vaccinations and advice. You will be notified at regular intervals when your child is due to be seen.

Minor Surgery

Certain doctors perform minor surgery on those conditions which can be dealt with easily and quickly. This may be done at the surgery, or you may be referred locally for treatment.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

APPOINTMENT TABLE

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