

### Access for Disabled Patients

Both of our surgeries are accessible for disabled patients.

### Assessable information standard

Please let the surgery know if you have any communication needs such as requiring sign language or documentation in large print.

If you have any questions about this, please ask at reception.

Park & St Francis Surgery also provide car parking spaces for disabled visitors.

### When the surgery is closed

The local Clinical Commissioning Group provides a medical service for when we are closed.

The number to contact is: 111

Royal South Hants Hospital also have a Minor Injuries/Illness

Walk In Centre which is open from 8:00 - 21:30 every day, 365 days a year.

All information is available via our website and the NHS Choices

Website <http://www.parksurgery-hursleyrd.co.uk/>

### Clinical Commissioning Group

The local Clinical Commissioning Group address:

West Hampshire CCG  
Omega House  
112 Southampton Road  
Eastleigh  
SO50 5PB

Telephone: 02380627444

Email: [info@westhampshireccg.nhs.uk](mailto:info@westhampshireccg.nhs.uk)

### Care Quality Commissions

As from April 1<sup>st</sup> 2013 we are registered with the Care Quality Commissions.

If you wish to find out any further information visit:

[www.cqc.org.uk](http://www.cqc.org.uk)

## Park & St Francis Surgery

### St Francis Surgery:

Pilgrims Close

Valley Park

Chandlers Ford

Eastleigh

Hants

SO53 4ST

Tel: 02380 252131

### Park Surgery:

Hursley Road

Chandlers Ford

Eastleigh

Hants

SO53 2ZH

Fax: 02380 268342

Website: [www.parksurgery-hursleyrd.co.uk](http://www.parksurgery-hursleyrd.co.uk)

### Facebook page:

<https://www.facebook.com/ParkandStFrancisSurgery/>

Welcome to Park & St Francis Surgery

We have prepared this leaflet to provide you with some information about our practice and the services that we offer. Please read the leaflet carefully and keep for future reference.

### Our Practice

We have two sites. We cover the central part of Chandlers Ford, Valley Park and Hursley area and all SO53 postcodes.

To register, please ask at either of our surgeries for a registration form.

If you have any queries on whether you live in our area, our receptionists will be able to help you.

### Our Doctors

Dr Simon Chaplin-Rogers BDS (Honours) LDS RCS (Eng) MBBS (M)

Dr Mark Rickenbach MBBS DCH FRCP FRCGP PHD FHEA (M)

Dr Katherine Fowler MBChB MRCP MRCGP (F)

Dr Christopher Arden MBBS BSc MRCGP(M)

Dr Julia Terry MBBS MRCGP FRCS DFFP (F)

Dr Jayne O'Connor MBChB (F)

Dr Samuel Glanville B Med BSc (Hons) MRCGP MRCP (M)

Dr Joanna Birmingham MBBS, MRCGP DCH DFFP (F)

Dr Asgar Asgarov MRCGP (M)

### Our Opening Times:

St Francis Surgery

08:00 - 18:30

Monday - Friday

Park Surgery

08:00 - 12:30

Monday - Friday

### Our extended opening hours:

Every Saturday at Park Surgery, from 8:30 - 11:00, we offer bookable routine appointments with the GP and Chronic disease appointments with the Practice Nurse.

## Appointments

The practice can be contacted from 08:00 - 18:30 Monday to Friday.

The appointments line opens from 08:15 - 12:00 & 14:00 - 18:00.

All types of appointments can be made during this time, including urgent appointments and enquiries.

For home visit requests, please call before 10:00 if possible.

For test results, please phone between 14:00 and 18:00.

## Patient Access

You are able to access your local GP services at home, work or on the move. Whenever you can connect to the internet. You can book or cancel an appointment, Order repeat prescriptions, Change your address details, View your medical records, to register please come in with Photographic ID.

## GP Working Days

Dr Chaplin-Rogers: Monday all day, Wednesday all day (M)

Dr Rickenbach: Tuesday pm, Wednesday pm, Thursday am, Friday all day (M)

Dr Fowler: Tuesday all day, Thursday all day  
Friday am on a bi-weekly basis (F)

Dr Arden: Monday am, Thursday all day  
Friday all day (M)

Dr Terry: Monday all day, Tuesday am, Thursday all day  
Friday am (F)

Dr O'Connor: Tuesday all day, Wednesday all day,  
Friday all day (F)

Dr Glanville: Monday, Tuesday, Thursday, Friday all day (M)

Dr Birmingham: Monday, Tuesday, Wednesday all day (F)

Dr A Asgarov: Monday, Tuesday and Friday all day (M)

(M) Male (F) Female

## Patient Responsibilities and Rights

When you register with us, you will be registered with a GP however you may prefer to see any GP when booking your appointment if you wish to.

## PLEASE NOTE IF YOU ASK FOR A SPECIFIC GP, THE WAIT FOR AN APPOINTMENT MAY BE LONGER.

We currently do 1800 GP and Nurse appointments per month. You can help us keep the waiting time for a routine appointment to a minimum by cancelling your appointment if you are not able to attend.

## Healthcare Professionals

Our Doctors are happy to help with any number of queries that you may have. We do politely ask that if you have several problems, to make a double appointment. It is important that you let us know if you are unable to attend an appointment so it may be offered to another patient.

We are a training practice and our GP's train newly qualified doctors to obtain their GP qualification. We also occasionally have student nurses or doctors visiting the practice and they will be present in some consultations. Please let reception know if you do not wish for them to be present when you see the GP.

## Our Services

As well as providing GP care, we also provide other services via our Nurses and Healthcare Assistants which include:

Cervical Smear Testing

Health Promotion

Chronic Disease reviews

Contraceptive advice

Influenza vaccinations

Travel Clinic

Triage / Minor Surgery

Treatment Room Procedures

We also have access to other services such as counselling and physiotherapy. Please ask the GP for a referral to these services.

## Our Nurses and Healthcare Assistants

Jane Tutton (Senior Nurse & Triage)

Kate Lockhart (Practice Nurse & Triage)

Clare Sharland (Practice Nurse & Triage)

Michelle Bonsey (Practice Nurse)

Sara Payne (Practice Nurse)

Paula Say ( Practice Nurse)

Michelle Macgregor ( Practice Nurse)

Fay Rackham- Wood (Practice Nurse)

Ann Davis (Healthcare Assistant)

Amy Glanville ( Research Nurse)

## Ordering Repeat Prescriptions

We cannot take requests for repeat prescriptions over the telephone. We are happy to accept them in writing or by email. You may also use the printed back sheet of a previous prescription.

Alternatively, requests can also be made via our website.

Our email address is: WHCCG.ParkSurgery-Admin@nhs.net

Your prescription will be ready for collection 48 hours after we receive it. You can collect it yourself or anyone on your behalf may collect it as long as they are aged over 16 years.

We can arrange to send your prescription via Electronic Prescribing to a pharmacy of your choice. You will need to arrange this with the pharmacy and tell us on your request where to send it. Some pharmacies also offer a home delivery medication service. This is strictly for housebound patients only.

If you would like us to post your prescription to you, we are happy to do this. Please provide a stamped addressed envelope with your request but do bear in mind that it will take longer to reach you.

The NHS is currently experiencing a high volume of medication wastage. We politely ask you to consider whether you need all the items on your prescription, are you ordering too early or if you are still taking them all. If you are no longer using a particular medication, please let us know.

## Home Visits

Our GP's are happy to visit any housebound patients who become unwell. Please telephone reception in the morning to request a home visit and give the receptionist as much information as you can.

Although a particular GP can be requested to visit, we are unable to always guarantee their availability to do so.

## Our Chaperone Policy

We have chaperones available for all patients if required upon request.

## Our Patient Group

We have a Patient Participation Group and are always looking for new members. The meetings are usually every three months at St Francis Surgery in the evening.

It is attended by the Practice Manager and Dr M Rickenbach.

The agenda for the meeting is prepared in advance please note: we cannot deal with complaints at this meeting.

If you are interested in joining, please give your details to reception at either surgery. If you have an email address that would be particularly useful.

## Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best possible care.

The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However sometimes it is necessary that medical information about you is shared between members of the practice team. You have a right to know what information we hold about you. If you would like to see your records, please contact the Practice.

We aim to treat all our patients with courtesy and respect at all times and expect our patients to treat our staff in the same way.

## We have a zero tolerance policy to violent or threatening behaviour.

## Patient complaints

Park & St Francis Surgery aims to provide our patients with a professional service to all our patients. However, you have any concerns about any part of our service, please let us know via our Business and General Practice Manager, Ms S Levesque or by filling out our complaints form available at reception.

We will seek to resolve the problem as soon as possible but if you feel we have not dealt with the issues you have raised, you can contact the Clinical Commissioning Group.

Their address is: NHS England, PO BOX 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net