

**PRACTICE LEAFLET**

Chawton House Surgery

St Thomas Street

Lymington

Hants

SO41 9ND

Tel: 01590 672953

**www.chawtonhousesurgery.co.uk**

Email: WHCCG.ChawtonHouseSurgery@nhs.net

**Our aim - to provide high quality and personalised medical care**

Chawton House Surgery is situated in a beautiful historic building, with up to date facilities.

We have an excellent team of General Practitioners, Receptionists, Practice Nurses, Community Nurses and Health Visitors.

**DOCTORS IN THE PARTNERSHIP**

**Dr Edward J Reeves**

BA Hons (Oxon) MB.BS (London 1991) DRCOG MRCGP

**Dr Annabel Arnold**

BSc MB.BS (London 1992) DRCOG MRCGP

**Dr Ben Vines**

BM (Southampton 1998) MRCGP

**Dr Wyn Roberts**

MBChB (Leicester 2010) MRCGP

**GP Retainer**

**Dr Sally Johnston**

MB.BS (London 1983) DCH DRCOG MRCGP

**Salaried GP**

**Dr Joanna McEwen**

MA BMBCh MRCGP DCH DRCOG DSRH

**SURGERY AVAILABILITY TIMES**

08:00 – 18:30 Monday to Friday

*On Monday and Thursday mornings between 07.30 and 08.00 and on the 2nd Saturday of every month between 08.00 and 11.00, the Surgery is open for pre-booked appointments and routine general enquires. Urgent problems within these times should still be directed to the Out of Hours service on 111. Please note however, these surgeries are subject to change for bank holiday arrangements.*

**PLEASE SEE OUR WEBSITE FOR FULL DETAILS OF ALL THE SERVICES OFFERED BY THE SURGERY**

**Appointments**

**To make an appointment in normal surgery hours, please:**

- Phone 01590 672953

- Book an appointment at Reception

- Book an appointment online (available if you are registered for Online services details available on website)

- Consider consulting online from home using eConsult (https://chawtonhousesurgery.webgp.com)

Before making an appointment, consider whether you need to see a doctor, whether an appointment with a nurse may be suitable, or whether your problem may be dealt with via a telephone consultation or eConsult.

**Opening Times**

|  |  |
| --- | --- |
| Monday | 07.30 – 18:30 |
| Tuesday | 08.00 – 18:30 |
| Wednesday | 08:00 – 18:30 |
| Thursday | 08.00 – 18:30 |
| Friday | 08.00 – 18:30 |
| Weekend | 2nd Saturday each month  08:30 – 10:30 |

***Please note that the telephone is always busy in the morning - so unless it is urgent, if possible please contact us in the afternoon. For results, please call after 14:00.***

Continuity of care is a very important part of general practice so you will normally see the same GP at each visit. However, this may not always be possible due to availability of appointments, which is why you can see anyone in the practice. All clinicians have access to your clinical notes via the computer, but we do try to facilitate you seeing the doctor of your choice whenever possible.

**Individual GP Availability** **(w.e.f.01/05/2021)**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Chawton House Surgery Appointments** | | | | | | | | | | |
| Doctors | Monday | | Tuesday | | Wednesday | | Thursday | | Friday | |
| AM | PM | AM | PM | AM | PM | AM | PM | AM | PM |
| Dr E Reeves | 🗸 | 🗸 | 🗸 | 🗸 |  |  | 🗸 | 🗸 | 🗸 | 🗸 |
| Dr A Arnold | 🗸 | 🗸 | 🗸 |  | 🗸 |  |  |  |  |  |
| Dr B Vines | 🗸 | 🗸 | 🗸 | 🗸 | 🗸 | 🗸 |  |  | 🗸 | 🗸 |
| Dr W Roberts | 🗸 | 🗸 | 🗸 | 🗸 | 🗸 | 🗸 | 🗸 | 🗸 | 🗸 | 🗸 |
| Dr S Johnston |  |  | 🗸 | 🗸 |  |  | 🗸 |  |  |  |
| Dr J McEwen |  |  |  |  | 🗸 |  | 🗸 |  |  |  |

**Types of appointment:**

**1. Routine Appointments**

Most of our appointments are routine and they can be booked up to 6 weeks in advance. The more notice you give, the more likely you are to get the time and date of your choice. A routine appointment is for one person and lasts for 10 minutes. Please ask for a longer appointment if the problem is complex or multiple. A few appointments are allocated for more pressing medical problems and can be booked up to 3 days in advance.

**2. Urgent Appointments**

We also have appointments available each day for urgent medical problems which cannot wait. Please note these appointments cannot be booked in advance. If you request to see a doctor urgently, you may be asked for some information about your problem. If you do not wish to give any information then please inform the receptionist, however the extra information will help the receptionists to make the most appropriate appointment with either a doctor or nurse.

**3. Telephone Appointments**

You can book to have a telephone consultation with a doctor if you wish.  Each GP will take a number of telephone calls at the end of their morning surgery. Please ring and arrange a telephone consultation if you think this is appropriate. If you are only available on a mobile phone, you may be expected to ring the practice at the agreed time.

**4. eConsults**

Increasingly our patients are finding ‘eConsults’ an effective way to consult online. Go to (<https://chawtonhousesurgery.webgp.com> to submit an eConsult.

**5. Extended Hours Appointments**

These are appointments that are available outside our normal opening hours and take place at Chawton House Surgery on early Monday mornings and on the 2nd Saturday morning of each month.

**Out of hours Appointments**

When the Surgery is closed (from 18:30 to 08:00 weekdays, weekends and on Public and Bank Holidays), if you require urgent medical assistance, which cannot wait until the surgery re-opens, this is provided through the **NHS 111** service - dial **111** - calls are free from landlines and mobiles.

You will be asked for some details so that your needs can be assessed. You may be offered advice, an appointment at a primary care centre or a home visit. *Please note that the primary care centres only see patients by appointment, so please ring the above number first.*

**Ambulance Service**

If you have a life-threatening medical emergency, please dial 999, request the ambulance service, and be prepared to give the operator full details and location of the emergency.

*A medical emergency is a critical or life-threatening situation for example:*

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| --- |
| * **Acute chest pain** – “central crushing chest pain radiating to arm/neck” |
| * **Acute shortness of breath** – “difficulty in breathing/fighting for breath |
| * **Acute weakness** –“Act FAST” * **Face** drooping * **Arms** weakness * **Speech** difficulty * **Time** to call 999 |
| * **Acute severe pain** |
| * **Decreased level of consciousness/drowsy** (especially in children, ask what the baby is doing) |
| * **Active bleeding** |
| * **Infection** – “Think SEPSIS”\* * **S**lurred speech or confusion * **E**xtreme shivering or muscle pain * **P**assing no urine all day * **S**evere breathlessness * **I** feel I might die * **S**kin mottled, ashen, blue or very pale |

**HOME VISITS**

We believe that home visits, when appropriate, are an important component of general practice in the United Kingdom. Home visits are for the infirm, or when your medical condition prohibits you from attending the practice. Most medical problems can be brought to the practice however, and this may mean you needing to take public transport or a taxi to reach us.

Children can almost always be brought to the practice, and there is no harm in bringing an ill child to the practice if requested by the doctor. Lighting, equipment, and examination facilities are far superior in the practice compared with the home environment.

If you do feel, despite the above, that a home visit is necessary, please telephone the practice **as early in the day as possible** and ask for a home visit. A receptionist will take your details and symptoms; a doctor may call you to discuss the visit request further as soon as possible. Please note that it is ultimately the doctor's decision whether a home visit is necessary or not.

**REPEAT PRESCRIPTIONS**

Repeat prescriptions are normally for patients with long-term conditions who receive regular treatment. Your doctor will decide if can have a repeat prescription. From time to time we will ask you to see your doctor to review your medication. We do this to monitor your illness and medication.

You can ask for a repeat prescription by calling into the surgery when the reception is open or by post. You can also register for our online service via the Practice website. We regret we cannot take telephone requests for repeat prescriptions because of the possibility of error.

***Please give us at least 3 complete working days’ notice to process your request.***

You are welcome to send your request with a stamped self-addressed envelope and we will post your prescription to you. If you would like your prescription to be issued on a regular basis by one of the local pharmacies, please speak to the pharmacy concerned and they can arrange this for you.

If you are requesting an item that is not on repeat prescription, please supply us with some information as to why this medication is required.

**TEST RESULTS**

Please call the surgery after 14:00 to enquire about your test results - our staff will have more time to deal with your request in the afternoon.

Note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate, unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you take your test you will be told how long it will be before the results are returned to the practice and viewed by your doctor; this is usually 5 -7 days. It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.

**NEW PATIENT REGISTRATION**

If you have recently moved into the Lymington area and you would like to register for NHS services, please call in to the surgery and speak to our reception Staff who will be pleased to help you. You can also download the relevant forms from the website.

Our catchment area runs between Hordle Lane in the west and Bucklers Hard in the east. If you are not sure whether you live in our area, please contact the surgery.

You will be allocated a GP on registration. Continuity of care is a very important part of general practice so you will normally see the same GP at each visit. However this may not always be possible, due to availability of appointments, which is why you can see anyone in practice. All clinicians have access to your clinical notes via the computer, but we do try to facilitate you seeing your usual doctor whenever possible.

You will need to complete a registration form and bring it in together with photographic identification in the form of a passport or driving licence and identification of your current address in the form of a utility bill, bank statement etc. We will provide you with a simple New Patient Questionnaire that you will need to complete to enable us to enter basic health details on our Clinical System. If you are registering children under the age of 5 we will also need you to fill out a form so we can inform the Health Visitor that you have registered with the practice.

We will send your information to Primary Care Support England who will ensure that your medical records are transferred from your previous GP to us. It can take at least eight weeks for your medical records to be transferred so we ask that if you are taking any regular medication or you have any other health issues, to please make a routine appointment to see the doctor.

***Note that we cannot guarantee that we shall accept you as a patient since, for example, it may be that your address is not in our catchment area. If unfortunately we are unable to register you, we will contact you in writing as soon as possible****.*

**TRAINING PRACTICE**

Chawton House Surgery is a training Practice for doctors who have worked in hospitals and are gaining experience of General Practice. Our registrars are all fully qualified and experienced doctors and are an essential part of the team.

Medical students are also attached to the Practice on a regular basis. You will be asked for your prior consent to their presence in the consultation.

**COMPLAINTS**

We aim to offer a high standard of service and medical care to our patients. Should you have any complaint or comment on the service provided at Chawton House please speak to any member of the Practice Team. Written complaints should be addressed to the Practice Manager.

**PARKING**

Patients are asked to park in the large, convenient public car park just 150 metres from the surgery behind Marks & Spencer. Patients are asked not to attempt to park behind the surgery where there is very limited access and only enough parking for the doctors on duty. Any additional parking may cause an obstruction to vehicles required for a medical emergency.

**CONFIDENTIALITY**

Any communication you make with any of the Chawton House staff is totally confidential. Your medical records are secure and will never be divulged without your consent. Please be aware that all practice staff, by virtue of their employment, have access to your records and all communications about you.

We are here to look after you. If you have a problem, never hesitate to ask for help. We are always open to constructive suggestions.

**RIGHTS AND RESPONSIBILITIES OF OUR PATIENTS**

**Patients’ Rights**

• To have appropriate drugs and medications prescribed

• To be offered a consultant referral if and when the GP feels it is necessary

• To have access to personal health records, subject to the limits of the law

• To expect confidentiality from all NHS staff

• To be offered a choice of whether to be involved in Medical Student training

**Responsibilities of our patients**

• To attend promptly for an appointment made with one of our Health Care Professionals

• To cancel an appointment in good time if you decide that it is no longer necessary

• To recognise that a Routine Appointment is for one person only. Please make separate appointments for each person to be seen.

• To understand that a Routine Appointment is for 10 minutes only. Please ask for a longer appointment if the problem is complex or multiple.