



hanway | medical practice



Hanway Road Surgery



Stubbington Avenue Surgery

Patient Information Leaflet

COMPLAINING TO THE HEALTH AUTHORITY

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the Local Health Authority, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You should contact:

Email: nhscommissioningboard@hscic.gov.uk

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

HANWAY

2 Hanway Road, Portsmouth, PO1 4ND
Telephone: 023 9289 4277
Fax: 023 9289 4261

OPENING HOURS

Monday – Friday 8am – 6pm (closed 1 – 2pm daily)

Disabled facilities available at these premises.

STUBBINGTON AVENUE SURGERY

81 Stubbington Avenue, Portsmouth, PO2 0JD
Telephone: 023 9289 4277
Fax: 023 9262 1548

OPENING HOURS

Monday - Friday 8am - 6pm (closed 1 – 2pm daily)

Disabled facilities available at these premises

REGISTRATION

To register with our Practice you must first of all live in the following postcode areas of PO1, PO2 or PO3, excluding the Eastern Road which is not in the Practice catchment area.

You then need to come into surgery and book an appointment with the HCSW. Each person wanting to register will be given two forms to be completed and brought with you to your New Patient Registration appointment along with two forms of I.D. (as explained on the registration form) and a urine sample.

STAFF

DOCTORS

Dr Ian Morris
Dr Fiona Gaught
Dr David Berry
Dr Shane Lookit
Dr Francesco Negro
Dr Chantal Nicholson
Dr Mariana Parfene

NURSES

Sam King – Senior Nurse
Stacey Neale
Kate Hazell
Antonia Lovell
Karen Foster
Vicky Willcox – HCA
Polly Wright – HCA
Rachael Smith – HCA
James Halstead - Phlebotomist

MANAGEMENT

Practice Manager: Denise Fenton
Asst. Manager: Elaine Woodcock
I.T. Manager: Sue Wilson
Reception Manager Hanway Rd: Christine Halstead

We have 11 Reception staff along with a team of Administration Staff. As a Teaching Practice there are often Registrar's attached to the Surgery, under the supervision of Dr. Ian Morris and/or Dr David Berry.

G.P REGISTRARS

Dr Sangowawa

PRACTICE COMPLAINTS PROCEEDURE

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS strategy.

HOW TO COMPLAIN

We endeavour to resolve all complaints as quickly and easily as possible, ideally at the time they arise and with the person concerned. If your complaint cannot be sorted out in this way and you wish to take formal steps, we would like you to inform us as soon as possible as this will enable us to establish what happened more easily. If it is not possible to do this, please let us have the details of your complaint in writing.

Complaints should be addressed to Practice Manager. Alternatively, you may ask for an appointment with the Practice Manager or Assistant Manager in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

WHAT WE WILL DO

We will acknowledge your complaint within three working days of receipt of the complaint and aim to have investigated your complaint within ten working days of the date it was raised. We will then be in a position to offer you an explanation or a meeting with the people concerned.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we maintain strict medical confidentiality. If you are complaining on behalf of someone else we have to know that you have his or her permission to do so. An official letter signed by the person concerned will be needed unless they are incapable of providing this because of illness.

DIAGNOSTIC TESTS

Can be booked with our Nurses or HCA's at the Practice in General Nursing Clinics

TRIAGE/TELEPHONE TRIAGE

Due to the high demand for appointments, we now offer Telephone Triage and Triage Clinics which are held daily at the Hanway Road Surgery in the mornings and afternoons. These clinics are for people requiring an emergency or same day appointment and are run by our Triage team consisting of a GP and Nurse Practitioner. The team can assess illnesses and injuries, offering advice and treatment. If necessary the Nurse can issue prescriptions under the authorisation of the doctor or refer on to the GP for further management if appropriate. (Please note, on going problems must be followed up by the GP).

REPEAT PRESCRIPTIONS

We require at least 2 working days (48 hours) to process a repeat prescription. This must be in written form. Please note requests for a prescription cannot be taken over the phone except by prior arrangement with the doctor.

CHANGE OF ADDRESS / TELEPHONE NUMBER

Please inform us either in writing or at reception of any change of address and/or telephone number. Having up to date information enables us to keep in contact with you.

TARGET TRAINING

Target training takes place once a month on a Wednesday afternoon (see surgery notice board for dates). Most surgeries in the Portsmouth area participate, and are closed from 1pm to allow for training.

ONLINE SERVICES

You can now book routine GP appointments and blood test appointments (phlebotomy), and request repeat prescriptions on-line. Ask at Reception for a registration form.

ROUTINE APPOINTMENTS

Appointments are available from 7.30am – 12.00 and 1.45 – 6.00pm. Routine appointments with a GP or Practice Nurse are bookable up to 3 weeks in advance. Patients have a right to express a preference to see a particular GP; however, there may be a longer wait for an appointment with a specific GP.

Extended hours: We now offer appointments for patients who are unable to attend surgery during normal opening hours. The times are: - Tuesday 6:30 -7:30pm, Friday 7:10am until 8am and Saturday 7.50 a.m. Until 10:30a.m. These are for booked routine appointments only.

PATIENT RESPONSIBILITY

It is the patient's responsibility to keep an appointment with the GP or Nurse; please inform the Surgery as soon as possible if you are unable to attend the appointment so that it may be offered to someone else.

EMERGENCY APPOINTMENTS

Emergency appointments can be made on the day, if necessary by contacting the Surgery. Your call may be triaged by our Practice Nurse to ascertain urgency and redirection to the relevant Healthcare Professional.

TELEPHONE ADVICE

Telephone Advice can be obtained via our Practice Nurse by leaving your name, telephone number and a rough guide as to the problem.

HOME VISITS

If you require a home visit please contact the Surgery as early in the day as possible. Although we would appreciate you attending Surgery, if a visit is required you will be triaged by our trained Nurse to determine the urgency and necessity of the visit. The visits are then allocated to the Doctors after morning and afternoon surgery unless a more urgent response is deemed to be required.

ABUSIVE OR VIOLENT BEHAVIOUR

All members of staff support the “ZERO TOLERANCE” campaign to free NHS staff from risk of physical and/or verbal abuse. Any such incidents will be reported to the police and the patient or families removed from the Practice list. If a patient has a history of violent or behaviour the Practice has the right to include security staff at the consultation. These staff will assist along with the Police, should any violent incidents occur.

OUT OF HOURS

If you require urgent medical attention outside of our usual Surgery hours, from 7pm - 8am weekdays, or at weekends, emergency cover is provided by Portsmouth Out of Hours service: – **Telephone 111**

SERVICES WE PROVIDE

Audiology
Cervical Cytology
Contraceptive Services
Counselling
Immunisations
Maternity Medical Services
Phlebotomy
Private Medicals- limited availability (charges available on request)

CLINICS

DIABETES CLINIC

Hanway Road and Stubbington Avenue
Please ask at reception for times.

ASTHMA CLINIC

Hanway Road and Stubbington Avenue
Please ask at reception for times.

MINOR SURGERY

Hanway Road Thursday 3pm – 4:30pm (by appointment only) with Dr Morris

PHLEBOTOMY CLINICS

Various times at both surgeries

COIL / IMPLANT CLINICS

Monthly – various days and time

TRAVEL ADVICE AND VACCINATIONS

Stubbington Avenue
Please ask at reception for times and availability – this service may be withdrawn at times if there is a shortage of general nursing appointments

WHY NOT VISIT OUR WEBSITE

www.hanwaygroup.co.uk