***Welcome To Hill Lane Surgery***

 **Dr Keany, Dr Smart, Dr Fernando, Dr Hilton, Dr Solomon,**

**Dr Keech, and Dr Crouch**

**162 HILL LANE**

**SOUTHAMPTON SO15 5DD**

Telephone Number: 023 8022 3086

**Website: www.hilllanesurgery.co.uk**

**Email: j82207.edt@nhs.net**

**Surgery Hours**

**Morning: Monday—Friday 08.00 - 12.30**

**Afternoon: Monday - Friday 13.30 - 18.30**

*We also offer appointments from 7.40am by appointment only*.

**Reception is closed between 12.30pm –1.30pm**

**EMERGENCIES**

**If you feel that you are suffering with a life-threatening condition**

**PLEASE DIAL 999**

At all times: 023 8022 3086.

Alternatively, you may contact NHS Emergency and Urgent Care Services for 24 hours advice

Please call 111



**Hill Lane Surgery**

*We are a practice that values the traditional, named GP approach to patient care. We feel this gives better continuity of care and are sure our patients value this too, as they tell us this often.*

 We currently have seven doctors, two nurses, two Healthcare Assistants, and a wealth of experienced administrative staff working here.

In addition, we have other professionals who visit regularly to assist the Practice team. They include musculoskeletal specialists (FCPs), a Pharmacist, Social Prescribers, and very recently we have a Mental Health Nurse who has joined us.

The extended community team includes a Community Matron (post currently vacant), District Nurses & Community Wellbeing Nurses.

 When you join the surgery, you will be given a named GP.

It is this doctor that you will have all your routine appointments with.

However, if there are more urgent medical issues that cannot wait to be discussed with your usual GP, then there are emergency, on the day appointments with a Duty Doctor.

These are available every working day, but as you can imagine the emergency surgeries are very busy and can run quite late, so we ask for your help to only use these appointments when your problem cannot wait until the next routine appointment, and we ask for your patience when attending these clinics, as we cannot guarantee that you will be seen at the appointment time you are given.

Each doctor works on different days. The days when each doctor has patient facing clinics are as follows:

 Dr Keany Mon Tues Thurs

 Dr Smart Mon Wed Fri

 Dr Fernando Mon Tues Thurs Dr Hilton Tues Wed Fri

 Dr Solomon Mon AM Wed Thurs AM Fri AM

 Dr Keech Mon Wed AM Fri

 Dr Crouch Mon Tues Thurs

Please be aware that when booking your GP appointments, the surgery works to the national guidance of 10-minute appointments.

To have your concerns dealt with comprehensively and safely, please book one appointment for one problem. Some medical issues will take longer to manage so we ask for your patience when waiting for your turn to be called.

The Nursing and Healthcare team are available daily for blood tests, ECGs, Immunisations & Vaccinations, administration of injections, Cervical Screening, Chronic Disease Clinics, dressings and more.

**Home Visits**

Home visits are intended for people who are unable to attend the surgery for medical reasons. Please telephone before 11.00am if a visit is required for that day, and give us as much

information as possible to enable the Dr to allocate priority.

The Dr may telephone you first to triage your problem prior to a visit.

***Please remember that we can see patients more promptly at the surgery.***

Please note that home visits are not available to assist with problems of transport.

**Other Practitioners**

**First Contact Practitioners for all Musculoskeletal problems**

These trained professionals are available every working day for on the day assessments of ANY muscle /bone/joint problem. They can be contacted directly on **023 80170611**.

They can perform telephone triage and arrange face to face assessments. They have access to appropriate imaging, prescriptions and can make onward referrals if these are clinically required.

**Midwives**

If you are pregnant, please contact reception & the receptionist will advise you how to notify the midwifery team. All midwifery care is based at the Princess Anne Hospital.

**Health Visitors**

Health visitors work with parents who have new babies, offering support and informed advice from the ante-natal period until the child starts school at 5 years. You can contact the HV team on

**0300 123 6661.**

**Urgent Eye Service**

The surgery also has close working relationships with local opticians, and there is now a service available to patients with simple eye problems to access appropriately trained professionals for urgent assessment directly. They can be contacted on **0300 303 4922.**

**Practice Pharmacist**

There is a pharmacist who can help with medication questions. The Pharmacist is also involved with the care of some of the patients who are discharged on new medications. The Pharmacist may call you after a stay in hospital to check on the new medications that you have been given, ensuring that you are aware of the changes and to see if you have any questions. They will also assist our Doctors and Nurses with some chronic disease monitoring, and may contact you to discuss your blood pressure etc.

**Smoking Cessation**

The Community wellbeing Nurses, in addition to supporting our housebound patients, have just commenced a smoking cessation service, to assist those patients who want to stop smoking but who find this difficult and would like support.

**Mental Health Support**

Our Mental Health Nurse has recently started at the Practice and is already running clinics for those patients that need support. Please be advised that if you are not under a current mental health service, and you call the Practice for a GP appointment, you may be offered an appointment with the Nurse.

 We currently have access to all forms of psychological (talking) therapies through our colleagues at Steps To Wellbeing. They accept direct referrals from patients. If you feel you are struggling with anxiety, low mood, stress, you may contact them directly on **0800 612 7000** or though their website: **https://www.steps2wellbeing.co.uk/**

**Social Prescribers**

Social prescribers are another welcome addition to our Primary Care team. They are professionals who help patients who have social pressures that are affecting their physical & mental health. They can be of good support to you, if you may have problems associated with housing, finance, and loneliness they may be able to provide advice as to where you can get help and support. They are available during working hours on **023 80170610.**

**Intimate Examinations**

You are entitled to ask for or arrange to have a chaperone to be present during intimate examinations.

You may either choose to ask a friend or a relative to be present or ask the practice to provide a chaperone. (Please ask in advance)

If the practice is unable to provide a chaperone at the time of your examination, you will be offered an alternative appointment at a time when a chaperone can be present.

**Test Results**

Although many results are received within a few days, some results may take much longer.

Please be sure to ask your Dr or Nurse how you will receive your results. This will help to avoid anxiety and unrewarding telephone calls.

**Results can be requested between 2.00pm and 5.00pm by phoning reception.**

**Repeat prescriptions**

Repeat prescriptions can take **72 working hours (3 working days)** to be processed. Please make your repeat prescription requests via the NHS APP, Patient Access APP, as this is the easiest and safest way to request your medication. Alternatively you can send an email to j82207.edt@nhs.net

**Patient Participation Group**

Our PPG is a group of patients who have agreed to us contacting them several times a year by email.

Please let us know if you would like to be part of this group

This group helps us by responding to Practice surveys, the results of which help us to gain ideas on how to improve patient experience.

**Complaints Procedure**

We welcome constructive comments and suggestions about the services we provide. If you have a complaint or comment, please bring it to the attention of Mrs Paula Smith Practice Manager either by telephoning the surgery, sending in a letter, or emailing the Practice.

You can also leave constructive feedback on the NHS Choices Website

[www.nhs.uk](http://www.nhs.uk)

***We would like to welcome you to***

 ***Hill Lane Surgery***